

**THANK YOU FOR SHOPPING WITH
PREPPY PINEAPPLE BOUTIQUE!**

No return authorization is needed. Simply complete the back of this form and be sure to include it with your return for complete processing. If you believe an item is damaged/defective or you received the incorrect item(s), email us within 5 days at customerservice@preppypineapple.com and your original form of payment will be refunded within 5-10 business days of receipt of the returned item.

RETURN POLICY:

- ~ Merchandise may be returned for a STORE CREDIT ONLY and must be within 14 days of the date of your purchase. Any original shipping fees are non-refundable. Any Loyalty Earned amounts earned will not be refunded either. There no NO CASH REFUNDS.
- ~ The customer is responsible for the shipping and handling costs of the returned item(s). We will not be responsible for any lost, stolen, or damage caused by the shipping service you choose for the return.
- ~ The following items are deemed FINAL SALE and are NON-RETURNABLE: shoes, leggings/ jeggings, jewelry/accessories, bralettes/tank tops, bathing suits, makeup, consumable goods, seasonal items, and any sale/clearance items.
- ~ PERSONALIZED ITEM(S) ARE NON-RETURNABLE! If there was an error in personalizing due to us, we apologize for this inconvenience and will make every effort to correct or replace your item(s) at no additional cost to you.
- ~ Any order cancellations will be store credit only.
- ~ We are not responsible for "delivered not delivered" packages. If you would like to upgrade your shipping method to cover lost packages please let us know and we will send you an invoice for the cost of the additional shipping expense.
- ~ It is the customer's responsibility to make sure that their shipping address is entered correctly at checkout. We are not responsible if a package is returned to us or lost due to an incorrect address.
- ~ Upon return, a store credit will be added to your account balance within 5 -10 business days and you will receive an email confirmation.

TO MAKE A RETURN:

- ~ Please refer to the Return Policy above to ensure that your return meets the criteria stated. Complete the Return Form on the back of this page and include it inside the package with the item(s) you are returning.
- ~ Please consider using a trackable shipping service such as USPS Priority Mail or purchasing shipping insurance as we can not guarantee that we will receive the item(s) you are returning. If needed, contact us and we will send you a return shipping label for an additional amount.
- ~ Once your package is received, please allow 5-7 business days for us to process your return. A store credit will then be sent to the email address provided at checkout.

EXCHANGES:

- ~ Our inventory goes quickly and we can not guarantee exchanges will be available in the size you want. To exchange your items, please refer to the above Return Policy to ensure that your exchange meets the criteria stated then follow these steps.
- ~Place an order for the item you wish to exchange in place of your original item. Complete the Return Form on the back of this page and include it inside the package with the item(s) you are returning.
- ~ In the Comments/Explanations section on the back of this slip, please write your new order number. Once your return is received we will issue you a refund to your original form of payment within 5-7 business days of receipt.

PROBLEMS OR QUESTIONS:

If you have any other questions about your order, please contact our store via email or phone as soon as possible. You can reach us by email at customerservice@preppypineapple.com or call 803.286.4842 between the hours of 11:00 AM - 4:00 PM EST Monday-Friday.

COMPLETE THIS FORM AND BE SURE TO INCLUDE IT WITH YOUR RETURN

RETURN/EXCHANGE FORM

Name _____

Order Number(s) _____

Email Address _____

Daytime Phone _____

Product Name	Quantity	Size	Return Reason Code

Return Reason Codes:

- | | |
|---|-----------------------------|
| 1. Too Large | 5. Changed Mind |
| 2. Too Small | 6. Not What Expected |
| 3. Poor Fit/Quality (Please Explain) | 7. Damaged (Please Explain) |
| 4. Wrong Item/Size Shipped (Please Explain) | 8. Other (Please Explain) |

Comments/Explanations: _____

SEND RETURNS TO:

Preppy Pineapple Boutique
ATTN: Returns
400 North Main Street
Lancaster, SC 29720

We hate that you didn't love your item(s) from our store!
Visit www.PreppyPineapple.com to find your new favorite style,