

OLIVIA PALERMO

ONLINE RETURN FORM

This form must be sent back to the Olivia Palermo Online Store with any item(s) returned.

You may return your purchase by returning it back to the Olivia Palermo Online Store. Returns will only be accepted with proof of purchase on item(s) within fifteen (15) days from the date of shipment. Returns are subject to adherence to our Return and Exchange Policies detailed on <https://oliviapalermo.com/pages/faq>.

Item(s) must be in original condition (including tags) and must not have been worn, altered or washed. All packaging (including garment bags) shipped with your order must be returned. Once a tag has been removed, the item is no longer returnable. We recommend trying on purchased item(s) once received to ensure adequate time to return item(s) within our return time frame.

RETURNS TO OLIVIA PALERMO ONLINE STORE

1. Submit a Return

Contact customercare@oliviapalermo.com to generate a return authorization number on your behalf.

2. Complete the Order Number, Return Authorization Number and Full Name fields

Order Number _____

Return Authorization Number _____

Full Name _____

3. Complete the Return fields

QT RETURNED	REASON CODE	ITEM #	COLOR	SIZE	PRICE
A. Changed mind		E. Incorrect size		I. Arrived too late	
B. Returning an item		F. Incorrect Fit		J. Damaged in transit	
C. Ordered multiples sizes / colors		G. Duplicate Order		K. Product Defect	
D. Item not as described / pictured		H. Incorrect Item			

4. Send Your Return

Carefully pack merchandise with original tags in original condition and please include a copy of your original pack slip and this return form. For your convenience, we have included a pre-paid FedEx return label with your order. Please retain a copy of your FedEx Return tracking number and either take your package to your nearest FedEx location or give to your FedEx driver.

For domestic orders, if you do not use our pre-paid FedEx label, send your return via insured and retain your tracking number for your records mail to:

OLIVIA PALERMO RETURNS
333 Smith Street
Farmingdale, NY 11735
U.S.A.

For international orders, if you do not use our pre-paid FedEx label, send your return via insured and retain your tracking number for your records mail to:

OLIVIA PALERMO RETURNS
47 Bis Rue Ernest Renan
Bloc H2 – Carre Ivry
9400 Ivry Sur Seine
France

EXCHANGES TO OLIVIA PALERMO ONLINE STORE

Olivia Palermo Online Store does not offer exchanges. To ensure availability, please return your unwanted item(s) and place a new order for the item(s) you wish to receive.