

RETURN FORM

INTERNATIONAL CLOTHIERS

STEP 1

Fill out Contact/Ship to Information

ORDER # _____
 NAME _____
 ADDRESS _____
 CITY _____
 PROVINCE _____ POSTAL _____
 COUNTRY _____
 PHONE NUMBER () _____
 E-MAIL _____

STEP 2

List items you are returning including reason for return. (See chart below)

REASON #	SKU #	COLOUR	SIZE	QTY

REASON CODES: Enter the reason code in step 2

FIT

1. Too Small
2. Too Big

QUALITY

3. Damaged/Defective
4. Missing parts/hardware
5. Comfort not as expected

SERVICE

6. Wrong item arrived

OTHER

7. Did not like style/colour
8. Did not like fabric

Returns:

If you are not satisfied with your purchase, you may exchange your item(s) at any International Clothiers store location or mail it back to our distribution centre. All return packages sent to our distribution centre must include a hard copy of the original invoice, completed Return Form and must be received within 30 days of the original order date. We are happy to issue a refund back to your original form of payment. Please note you will be responsible for return shipping costs and original shipping fees are non-refundable. You may exchange your item(s) in-store or receive an in-store gift card within 30 days of the original order date. Your hard copy invoice serves as your receipt. **NO REFUNDS IN-STORE UNDER ANY CIRCUMSTANCES.** In-store issued gift cards are not transferable to our online store and can only be used in-store. ALL Return and/or Exchange items will only be accepted if they meet the following criteria: All items are unworn and unwashed (free of any stains from makeup, deodorant, or wear) with original tags attached.

Please note: All USA orders are FINAL SALE and cannot be returned or exchanged.

Exchanging In-Store:

Because we cannot guarantee we will have the style/size you desire, we are unable to accommodate exchanges by mail. You are welcome to exchange your items at any International Clothiers store location for free. However, we cannot guarantee that we will have the same styles or desired size/colour in-stock during your visit. If we are unable to make an exchange in-store, we will issue you an in-store gift card for use on a future purchase in-store. In-store issued gift cards are not transferable to our online store and can only be used in-store. We accept in-store exchanges at any International Clothiers store location. To qualify for an exchange, the following criteria must be met: All items are unworn and unwashed (free of any stains from makeup, deodorant, or wear) with original tags attached. Items must be accompanied with the original receipt issued in-store. The exchange must be processed in-store within 15 days of the purchase date.

Damaged Items:

Please take a photo of the item and email it to our Customer Support with a description of the damage. Damaged or incorrect items must be reported within 48 hours of receipt. If the item is not immediately reported, a refund will not be authorized. Once we verify the damaged item(s), you will be emailed a Canada Post return shipping label. You are required to include a completed Return Form with your return package. Once we receive the item(s), we will issue you a refund to your original form of payment. Please note, original shipping costs are non-refundable.

Final Sale Items:

All items listed at 70% off or greater are FINAL SALE and cannot be returned, exchanged, refunded or issued store credit. Gift Cards, E-Gift cards and jewellery are FINAL SALE and cannot be returned, exchanged, refunded, or issued store credit.

STEP 3

Enclose this form with merchandise. Return through any shipper or insured mail to the below address

INTERNATIONAL CLOTHIERS

ONLINE RETURN
 1185 Caledonia Road
 Toronto, ON, M6A 2X1