



## ELB Return Policy

- Returns must be received within 7 business days of the date your order was delivered.
- Items can be returned for ELB credit. We do not issue cash refunds.
- Clothing must be returned in NEW condition. What we look for when accepting returns: Tags MUST be intact as they were received. Clothing must be free from odors.
- Customer Preference return shipping is non-refundable.
- Once we receive the item please allow 5-7 business days for the credit to be posted to your account.
- Anything purchased at a discounted price is **FINAL SALE** and is not eligible for return or exchange.
- Items NOT ELIGIBLE for return or exchange: **Items ending in \$.99, all Sale and Discounted items, Jewelry, Accessories, Hats, Beanies, Purses, and Graphic T's, Foundation Wear and Leggings due to hygienic reasons, Style Boxes, Grab Bags, Daily Deal's and anything with a Coupon Code or Cash Back.**
- If you have received an item you believe is defective please email [service@shopemmalous.com](mailto:service@shopemmalous.com) within 3 business days of receiving your item. Please include details about the defective item and attach a picture. Our awesome CS team will be able to help you with that! Please remember that some items have unfinished edges or have a "rustic" or "boho" look to them.
- There is a 10% restocking fee applied to any return.

Please fill out and include the RETURN FORM (found below) with the items you are returning. ATTENTION: If items are returned that are not eligible as noted above, they will be automatically donated and you will NOT receive boutique credit.

Thank you!

Emma Lou's Boutique



# Return Form

**CUSTOMER NAME:** \_\_\_\_\_

**EMAIL ADDRESS:** \_\_\_\_\_

**ORDER NUMBER(S):** \_\_\_\_\_

**RETURN REASON CODES**

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

| DESCRIPTION/SKU # | QTY | SIZE | COLOR | CODE |
|-------------------|-----|------|-------|------|
|                   |     |      |       |      |
|                   |     |      |       |      |
|                   |     |      |       |      |
|                   |     |      |       |      |

**COMMENTS AND EXPLANATIONS:** \_\_\_\_\_

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**SEND RETURNS TO:**  
EMMA LOU'S BOUTIQUE  
1810 CATTLE DRIVE  
MAGNOLIA, TX 77354