

Social Butterfly House Returns and Exchanges Form

www.socialbutterflyhouse.com

PAGE	YOUR ORDER SUMMARY
ORDER DATE:	ORDER N°:

QTY	ITEM #	DESCRIPTION	COLOR	PRICE	RETURN CODE	EXCHANGE FOR	RETURN CODES
							1 - TOO BIG 2 - TOO SMALL 3 - TOO LONG 4 - TOO SHORT 5 - POOR QUALITY 6 - STYLE DOESN'T SUIT 7 - ARRIVED TOO LATE 8 - NOT AS EXPECTED 9 - UNWANTED GIFT 10 - ITEM FAULTY 11 - INCORRECT ITEM
NOTES:			PLEASE SIGN IN THIS BOX TO CONFIRM YOU HAVE READ AND AGREE WITH OUR RETURNS & EXCHANGES POLICY BELOW (RETURNS/EXCHANGES WILL NOT BE PROCESSED WITHOUT A SIGNATURE)				

We are certain that you will love your SBH purchase(s), but in the event that an item doesn't work out, SBH offers the following return and exchange policies in order to keep our customers 100% satisfied. Please email us prior to your return/exchange that you are sending your merchandise back in order to expedite the process.

By purchasing from SBH, you agree to these terms and conditions. If you have any questions regarding your return/exchange, please contact Customer Service.

SBH RETURNS & EXCHANGES POLICY

We accept returns within 15 business days of receipt and exchanges up to 30 business days on items that are still in their original condition (unworn, unwashed, unaltered, undamaged) and with all tags still attached. Shoes must be returned in their original shoe box*.

We cannot accept returns or exchanges on clearance items, undergarments (lingerie, panties, bras, hosiery, etc.), swimwear, or accessories (jewelry, sunglasses, belts, hats, scarves, handbags, etc.). These items are FINAL SALE.

You are responsible for all shipping fees in the process of your return or exchange (unless wrong item was shipped). Please consider purchasing tracking/delivery confirmation since we are not responsible for lost items being returned to us without valid proof of delivery.

A completed Returns and Exchanges Form is required for any return/exchange to be considered. Please allow approximately 7 business days to process your return and approximately 10 business days to process your exchange after it has been received. A confirmation email will be sent to notify you that the return/exchange is in process. Your original method of payment will be credited in the amount of your purchase (minus any shipping charges or PayPal fees incurred) and usually takes up to 1 week for the refund to show up on your credit card statement. After 15 days, customers will only be granted an exchange or store credit.

Customers are allowed one free exchange in which we will cover the costs to ship out your exchange. If this exchange still does not work out, we can only accept a return for a refund and you must place a new order online for the item(s) you would like.

International Customers - we do not accept exchanges, only returns for a refund.

We inspect all returned items and reserve the right to deny a refund, refuse full refund, or exchange based on the returned condition. A 20% restocking fee will be charged if the item(s) returned are not in the condition stated in the terms or within the accepted time frame. Items must (of course) have been purchased from Social Butterfly House.

PLEASE SHIP ALL RETURNS AND EXCHANGES TO:

Social Butterfly House
 133 Tierra Montanosa
 Rancho Santa Margarita, CA 92688

Contact us at info@socialbutterflyhouse.com for any further questions