

**RETURN AND EXCHANGE INFORMATION**

Thank you for your purchase from Spikes and Seams! If you are unhappy with your items or their do not fit properly, please read our exchange and return policy below.

1. Returns and exchanges must be made within 30 days of the order delivery date.
2. Item(s) must be unworn, unwashed, and in original condition with tags attached.
3. Packages received after the 30 day period will be issued store credit and will not be eligible for a refund or product exchange.
4. Store credit will be provided via email:
  - store credit will be issued within 10 days
  - store credit does not expire
  - the amount issued will not include original shipping charges
  - customer will receive a 12 character code via email
  - to use store credit, enter the provided code on the third page of checkout
5. Final sale items and outerwear cannot be returned for exchange, credit, or refunds.
6. Any ineligible items will be refused and returned to sender.
7. All tops are eligible for exchange only.

CUSTOMERS ARE RESPONSIBLE FOR RETURN SHIPPING CHARGES.  
SPIKES & SEAMS WILL COVER THE SHIPPING COST THAT OCCURS WHEN SENDING AN EXCHANGE BACK TO A CUSTOMER.  
ORIGINAL SHIPPING CHARGES ARE NON -REFUNDABLE.

NAME  
FIRST: \_\_\_\_\_ LAST: \_\_\_\_\_

**FOR EXCHANGES:**

1. Please fill out the following exchange form:

ITEM NAME	REASON CODE (CIRCLE)	OTHER REASON:	EXCHANGE FOR SIZE:
	1   2   3		
	1   2   3		
	1   2   3		
	1   2   3		

2. Include this form in the package with your merchandise to be exchanged.
3. Mail the package to:  
 Spikes and Seams      \*We recommend shipping via tracked or insured mail as we  
 3470 Cornflower Trail    are not responsible for lost or stolen packages\*  
 Northbrook, IL 60062
4. All exchanges will be processed and shipped within 10 days. Customers will be notified upon dispatch of their exchanged items. We will provide tracking info for exchanged parcels only upon request.

REASON CODE
1- TOO SMALL
2- TOO LARGE
3- TOO SHORT
4- ORDERED MORE THAN ONE SIZE
6- INCORRECT ITEM SENT

**FOR RETURNS:**

1. Please fill out the following return form:

ITEM NAME	QTY	REASON CODE

2. Include this form in the package with your merchandise to be returned.
3. Mail the package to:  
 Spikes and Seams      \*We recommend shipping via tracked or insured mail as we  
 3470 Cornflower Trail    are not responsible for lost or stolen packages\*  
 Northbrook, IL 60062
4. We will process your return within 10 days of receiving your items and you will receive an email upon issuing your refund. If your purchase has been returned after the 30 day period, you will be granted store credit (see above for further information).
5. Refunds are issued to the original form of payment.
6. Depending on your bank, the time it takes for the money to return to your account may vary but typically takes 3-5 business days.

Need assistance? Have questions?  
Contact us: [hello@shopspikesandseams.com](mailto:hello@shopspikesandseams.com)