

Return & Exchange Form

Thank you for shopping at HourglassBoutique.com! We are committed to providing you with the best shopping experience possible. If you are not 100% satisfied with your purchase, we will gladly exchange it or refund your payment within **14 days** of shipping date.

First & Last Name: _____ Order Number: _____

Email Address: _____ Daytime Phone: _____

Item Code	Item Description	Size	Quantity	Return Code	Price

Please Circle One:	Refund	Store Credit	Exchange Order Placed
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Return & Exchange Policies and Instructions:

ALL RETURNS/EXCHANGES MUST BE MADE WITHIN **14 DAYS** OF ORIGINAL SHIPPING DATE.

~**FINAL SALE** for **CLEARANCE** items, hosiery, bath products, earrings. **SALE ITEMS** can be exchanged or returned for Store Credit only.

Please include this form in your return package. It is recommended that you purchase shipping insurance. Hourglass Boutique is not liable for any lost or damaged returns. For incorrect or defective orders, please contact us within 48 hours for assistance.

All returned or exchanged items must include all original tags, must be unworn, unwashed, unaltered and smoke free. If an item comes with a box, such as shoes, the original undamaged box must be returned with the item. A restocking fee or denial to refund may be incurred if the items returned are not in the condition stated above.

How to Make an Exchange: a.) Please place a new order for the items you wish to exchange for. You may do this by email or by calling us at (650) 539-8156. b.) Mark the box "Exchange Order Placed" in the field above. c.) For exchanges, there is no additional shipping charge. We will pay to have your exchanged item sent back to you. (US Orders Only).

How to Make a Return: a.) Please complete the form above, include it in your shipment and then pack up your items in the original packaging, if possible. b.) Return items to the following address: **Hourglass Boutique – Return/Exchange Processing: 360 1st Avenue #255, San Mateo, CA 94401 USA** c.) Shipping and handling on returned merchandise is non-refundable, unless the order was incorrect. Please allow 5-7 business days to process your return or exchange after which your credit card will be refunded for the amount of your purchase minus the shipping charge incurred. Refunds may appear as pending or hidden transactions on your bank statement until your bank processes the refund. Please allow 1-2 billing cycles to complete your refund. By placing an order on www.hourglassboutique.com, you agree to the return and exchange terms stated above.

Return Codes	
1.....	Arrived Damaged
2.....	Color not as expected
3.....	Wrong Size
4.....	Wrong Item Shipped
5.....	Quality Not as Expected
6.....	Other, please explain.....