



## RETURN & EXCHANGE FORM

**Have an issue with your order? We're happy to help!**

Please fill out this form and send it to the return address listed below along with any item(s) you are looking to exchange or return.

**EAST COAST LIFESTYLE  
219 HOBSONS LAKE DR.  
BEECHVILLE, NS  
B3S 0G4 CANADA**

### CUSTOMER INFORMATION

**Full Name:**

**Order ID #:**

**Email Address:**

**Phone #:**

### RETURN & EXCHANGE INFORMATION

Please indicate below if you are requesting an **exchange** or **refund**. Under comments, please note your refund reason or the item(s) you would like to exchange for.

**Item(s) Returned**

**Exchange or Refund**

**Comments**

*SEE BACK FOR RETURN POLICY DETAILS*



## RETURN & EXCHANGE POLICY

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East Coast Lifestyle allows shoppers to return or exchange unused/unworn items within 30 days of their delivery date. Items returned beyond the 30-day period are not eligible for refunds. Additionally, any permanently marked down items (ending in .99) are considered **final sale** and cannot be returned or exchanged. Please note that shipping fees are also **non-refundable**.

Upon arrival at our warehouse, our team will fully examine the item(s) and refer to the included Return Form to fulfill your request. Please allow roughly one week for processing - if we are unable to fulfill your request, a member of our team will reach out to you right away. If you are entitled to a return, a refund will be processed to your original method of payment - please allow 3 to 6 business days for credit card refunds. Please note that as we outsource our shipping, we are not responsible for shipping timelines or delays by Canada Post or UPS.

Shoppers are responsible for paying shipping costs to return items to our warehouse. If you are shipping an item over \$75, we recommend using a trackable shipping service or purchasing shipping insurance. Please note that we cannot guarantee or be held responsible if we do not receive your returned items.

Items purchased online can also be returned/exchanged at either our Halifax Seaport or Dartmouth storefronts. Please note, we are unable to accept online returns or exchanges for items purchased at any of our store locations. Additionally, items purchased at our Retail Partners, such as Pseudio locations, cannot be returned to an East Coast Lifestyle Store or online.

To follow up on the status of your return or if you have any questions or concerns, please do not hesitate to contact our Customer Care Team via email at [info@eastcoastlifestyle.com](mailto:info@eastcoastlifestyle.com) or by phone at **902-406-9064** or (toll-free) **1-844-533-3278**. We appreciate your support and are happy to help!

*SEE BACK FOR RETURN FORM*