



RETURN & EXCHANGE FORM

Please fill out this form and include it in your parcel along with the item(s) you wish to exchange or return to the warehouse address below.

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

Customer Name:

Order ID #:

Email Address:

Phone #:

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

Item(s) Returned	Exchange or Refund	Comments

Have a quality or order concern? Reach out to our Customer Care Team: info@eastcoastlifestyle.com

SEE BACK FOR RETURN POLICY DETAILS



RETURN & EXCHANGE POLICY

East Coast Lifestyle allows shoppers to return/exchange eligible items in their original condition online or at an ECL store within 30 days of their delivery date. Items returned beyond this window are not eligible for refunds. Permanently marked-down items (ending in .99) and charity items are considered **final sale** and cannot be returned or exchanged. Please note that shipping fees are also **non-refundable**.

Our team will fully examine your item(s) and refer to the included Return Form to fulfill your request. If the returned item(s) is not in original condition (presence of pet hair, stains, odour, washed/worn, etc.), it will not be eligible for exchange/refund. Please allow roughly one week for processing - if we are unable to fulfill your request, we will reach out right away. If you are entitled to a return, a refund will be issued to your original method of payment - please allow 3 to 5 business days for credit card refunds.

Shoppers are responsible for paying shipping costs to return items to our warehouse. We recommend selecting a tracked shipping method to receive delivery confirmation - we cannot guarantee or be held responsible if we do not receive your returned items. Please note that as we outsource our shipping, we are not responsible for shipping timelines or delays by Canada Post or UPS.

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

If you have any questions or concerns, please contact our Customer Care Team via email at info@eastcoastlifestyle.com or by phone at **902-406-9064** (toll-free **1-844-533-3278**). We appreciate your support and are happy to help!

SEE BACK FOR RETURN FORM