

Please complete the form below and enclose with a copy of your order and merchandise you would like to return or exchange. If you have any questions, please e-mail customer service at orders@ginaandkate.com.



Order#	Name	Email
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Please check one: Return/Refund Exchange

1. Which item(s) would you like to return/exchange?

QTY	PRODUCT NAME	DESCRIPTION	COLOR	PRICE	RETURN CODE

REASON CODE

- 01 – Wrong Item Shipped
- 02 – Wrong Size Shipped
- 03 – Defective Item
- 04 – Quality not as Expected
- 05 – Color not as Expected
- 06 – Poor Fit
- 07 – Too Large
- 08 – Too Small
- 09 – Changed Mind
- 10 – Late Arrival
- 11 - Other

2. To Exchange, please specify below:

PRODUCT NAME	COLOR	SIZE	QTY	PRICE	TOTAL

3. Fill out payment info if Exchange amount exceeds return. Charge my:

- Visa MasterCard AmEx Other

____/____

Expiration Date CCV Code

Additional Comments

4. Select if you do not want an Exchange or have already placed a new order: Refund via original payment method I already placed a new order #: _____

5. Please mail your package back to Gina&Kate within 14 days of the shipped date to:

Gina+Kate
 3922 Sawyer Bend Lane
 Sugar Land, TX 77479

<p>Return and exchange policy</p> <ul style="list-style-type: none"> All return/exchanges must be received within 14 days of the original shipment date. All items must be returned to us in their original, unworn, unwashed, and smoke-free condition. All items must be returned with their original tags and accessories (including removable belts, straps, brooches, etc.) Final sale items cannot be returned or exchanged: Redlined & flash sale items, jewelry, accessories, hosiery, intimates Bathing suits must be returned with their hygienic liner. Shoes must be returned with their original shoebox. Please pack the shoebox inside another box, as the original shoebox must be returned undamaged and postage-free. Gifts may be returned for store credit only within the given timeframe. <p>We inspect all returns/exchanges and reserve the right to deny or refuse a full refund based on the returned condition. Items that do not match the criteria above are subject to denial, store credit, and a 20-50% restocking fee.</p> <p>Please consider delivery confirmation/shipping insurance for your return/exchange package as Gina&Kate is not responsible for lost return packages without tracking information.</p>	<p>Holiday returns & exchanges policy</p> <p>During the holiday season, all orders placed between November 25th and December 25th are eligible for a return/exchange within 25 days from the original purchased date. Gift returns (without receipts) are eligible for store credit only. Please see below for more information on returns/exchanges.</p> <p>Returns & exchanges processing</p> <ul style="list-style-type: none"> Returns/exchanges are processed within 7-10 business days upon receipt of the package. Refunds are issued back to the original form of payment or store credit. Your original method of payment will be credited/debited to reflect changes (if any) in the amount of your exchange (minus the shipping charges incurred) and usually takes up to 1 week to show up on your credit card statement. The buyer is responsible for all shipping fees. Original and return shipping fees are non-refundable (unless wrong item was shipped). For us continental orders only, we will send you your new exchange order with complimentary standard shipping. Your new exchange order's standard shipping fee will be refunded when we process your return package.
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