

## **C.Saucy Return & Exchange Policy**

While we always want you to feel professional, confident, and comfortable in our products, we understand that we are all created differently and sometimes the size just doesn't work. We have worked hard to streamline our return/exchange process to make it as easy as possible for our customers. We always have YOU in mind!

*NOTE: International orders will follow a different process. Please see below for further information.*

### ***What can be returned?***

We gladly accept exchanges and returns of unaltered items. Unaltered items will be defined as:

- Unworn & unwashed
- No make-up stains, deodorant stains, animal hair, smells (perfume, smoke, etc), or other liquids
- Original tags attached

*Note: If returned merchandise is deemed to be in an 'altered' condition, it cannot be accepted as a return and the customer will be responsible for the re-shipping fee.*

### ***What cannot be returned?***

We are not able to accept any items that do not meet the requirements listed above, items that were given as complimentary, items listed as "Final Sale" at time of purchase, and no embroidered garments.

### ***How soon does the item need to be returned?***

If a return/exchange is desired, the request for a return or exchange must be submitted and the item(s) must be received by C.Saucy Headquarters within 30 days of receiving the item. *(NOTE: Any return received passed the 30 day mark is subject to a restocking fee of 20% of the total value of the returned item.)*

### ***How do I initiate a Return or Exchange?***

- Head to our returns page: <https://csaucy.loopreturns.com/#/>
- Enter the order number and zip code used to order the item. (*NOTE: Your order number can be found in the Order Confirmation email.*)
- On the Returns Form, it will give you multiple options:
  - Request a refund to your original payment method (we will deduct \$8.50 from your refund for your return shipping label)
  - Request a refund to store credit (C.Saucy will pay for return shipping and you will be emailed a store credit to use on a future purchase)
  - Request an even exchange (we take out all the hard work for you - we simply charge a \$5 service fee to process your exchange and reship the correct items to you.)

### **International Orders:**

If you are wanting to return or exchange your item and you are sending it from anywhere outside of the US, email us at [info@csaucy.com](mailto:info@csaucy.com) to let us know we should be expecting it at our headquarters in the near future. We are not able to send pre-paid shipping labels for International orders at this time. Once we receive your item(s), we will pay to ship your exchange back to you or issue your refund- depending on which option you prefer.

### **Embroidered items:**

Due to the nature of an embroidered item being customized, we are not able to offer exchanges or returns for these orders. If you notice an error on your embroidered item, please email us at [info@csaucy.com](mailto:info@csaucy.com) within 3 days of receiving your order.

If you have any questions, feel free to visit our FAQ sheet or email our customer care team at [info@csaucy.com](mailto:info@csaucy.com)!