

ONLINE RETURN FORM

SHIPPING INFORMATION:

Name on Order: _____

Order Number: _____

Address: _____

Suite/Apt: _____

State: _____

Email Address: _____

Phone Number: _____



Madison's Niche

PRODUCT INFORMATION:

Item Name:	Size:	Qty:	Reason:

Reason Codes:

- | | | | |
|-----------------|-------------------------|--------------------|-------------------------------|
| 101 - Too large | 103 - Damaged/defective | 105 - Did not like | 107 - Not as expected |
| 102 - Too small | 104 - Incorrect item | 106 - Arrived late | 108 - Other (please describe) |

OUR RETURN POLICY:

- We offer free clothing returns within **5 days of delivery**. Clothing returns initiated after 5 days are no longer free and are subject to an \$8.95 return fee deducted from the refund.
 - Items must be scent-free, unworn, and unwashed with all tags attached.
- If using our prepaid label, please ensure returns are handed off to USPS within **two business days** of receiving the label.
 - Failure to do so will result in a charge of \$8.95 deducted from the refund.
- We do **not** cover return shipping costs for any hard goods (i.e. décor, kitchenware, home fragrance, and other like items).
 - Items must be unopened in original packaging and may not be returned if the seal is broken.
 - Please pack and ship your items they way they arrived.
- Items purchased at a discount of 30% or greater are **final sale**.
- If any items arrive to our facility not in original condition (whether due to damage in transit or poor care), the customer is subject to an online store credit, partial credit, or must file a claim with USPS. *Handled at management's discretion.
- Shipping fees are non-refundable. Refused or undeliverable packages are subject to return shipping costs used in the original order.
- Refunds are issued to the original form of payment.
 - Items not meeting the above guidelines will be returned to the customer at their expense.
 - After 14 days all non-returnable merchandise will be donated.
- Returns received passed our 14-day window are subject to an online credit, partial credit, or will be returned to sender. *Handled at the discretion of our customer service team.
- We strive to provide our customers with the products in the best condition! If you believe you have received damaged or incorrect merchandise (style, size, color, etc.), please email us at customerservice@madisonsniche.com within 3 days of delivery and include photographs for our records. Claims made after 3 days are handled on a case-by-case basis.