



- We accept returns for **refund** within 25 calendar days from the date you placed your order; after 25 days returns are for **online store credit** only.
- We will not accept any returns after 35 calendar days.
- *Customers are responsible for return shipping fees (we do not provide return labels); please keep your tracking number for reference.*
- *Local returns must be mailed.*
- Damages must be reported within 4 days of receiving merchandise or it cannot be returned.
- Refunds are processed within 5-7 days of receiving your return - you will receive an email when refund has been issued.
- All returns must be received unwashed, unworn and in new condition. If the item arrived with tags on it, the tags must still be **attached**.
- All jewelry is FINAL SALE.
- All hats are FINAL SALE.
- All sunglasses are FINAL SALE.
- All items listed in the SALE category are FINAL SALE and are not eligible for return or exchange.
- Items returned with makeup, deodorant, perfume or any other stains will be shipped back to you, not refunded + additional shipping cost.
- **Exchanges:** Due to inventory constantly changing, we are unable to offer exchanges. We recommend purchasing the correct size of the desired item and shipping back what you wish to return. This ensures you do not miss out on the item.

I have fully reviewed the return policy prior to shipping my return. I understand that any items not in compliance with the return policy will be shipped back to me at my expense. I know that if I have any questions about my return I can contact shop.chartreuse.boutique@gmail.com.

SIGNATURE X _____ Date _____

NAME _____ INVOICE# _____

EMAIL ADDRESS _____ (OVER) ➔

Please complete this form & return items to:

Shop Chartreuse
13159 Middletown Industrial Blvd.
Suite H
Louisville, KY 40223

CHECKLIST

- REFUND: return will arrive at our warehouse within 25 days of purchase date
- STORE CREDIT: return will arrive at our warehouse within 26 - 35 days of purchase date

- NO SIGNS OF WEAR, TAGS ATTACHED (IF APPLICABLE)
- ITEM IS NOT 'FINAL SALE'

PRODUCT NAME	REASON FOR RETURN (USE CODE)	PRICE AT PURCHASE

REASON CODES

100 Too Big	500 Wrong Item	900 Color
200 Too Small	600 Arrived Late	1000 Fabric
300 Too Long	700 Defective	1100 Did not Match
400 Too Short	800 Not as Pictured	1200 Changed Mind