



RETURN POLICY

We want you to be fully satisfied with every item you purchase from Rustic Barn Boutique. Returns and exchanges can be made up to fourteen (14) days from the date of purchase. Customer is responsible for return shipping fees and items must be postmarked within 14 days from the delivery date.

AM I ELIGIBLE FOR A RETURN?

Item(s) must be unused and in its original packaging. Original tags (if applicable) must be attached and intact. Apparel must be unworn, unwashed, unaltered, have no makeup stains, no deodorant stains, no animal hair, and no smells of smoke. Item(s) cannot be final sale and all returns must fall within the date ranges specified in our Return Policy. If your item(s) meets ALL the above conditions, you will be eligible for a return. Please refer to the Return Policy below.

RETURN POLICY

Customer is responsible for return shipping fees. Rustic Barn Boutique only refunds shipping charges for damaged orders. All other shipping charges are non-refundable. We are happy to refund the purchase price for the item(s) – plus any taxes paid, less any discounts, rebates, credits, or refunds already provided in connection with the purchase. Once we receive your return, please allow 7-14 business days from the time the returned package is received by us to process your return. Items without original receipt will receive in-store/account credit for the store's lowest selling price. Orders purchased with a gift card will be refunded to a gift card.

DEFECTIVE ITEM AND/OR ORDER DISCREPANCY

If you have received a defective item, please contact us at customercare@rusticbarnboutique.com within 2 business days of receiving your shipment. Please include written details about the defect and attach pictures. If you find a mistake with your order, please contact customercare@rusticbarnboutique.com within 7 days of receipt so we can research and review the issue in a timely manner.

FINAL SALE (no exceptions)

Clearance merchandise (items ending in \$0.99), custom pieces, items from our Furniture Renewal and Restoration Collection and any items marked "Final Sale" may not be returned or exchanged. All sales are final on all shapewear (shapers, leggings, shorts), jewelry, undergarments, hair accessories, hats, beanies, socks, face masks and eye wear. This is for hygienic purposes.

DISCOUNT CODES

Discount codes must be applied at the point of purchase and can only be used while valid (no extensions). They cannot be added/applied after the order has been placed.

ALTERING or CANCELLING AN ORDER

Once an order is placed by the customer, it cannot be altered or cancelled. Please follow the return policy for items that need returned (including an entire order).

-- return form on back --

RUSTIC BARN BOUTIQUE RETURN FORM

Please read before filling out form below

- Be sure to include the packing slip and this return form with the item(s) you are returning.
- Clearance merchandise (items ending in \$0.99), custom pieces, items from our Furniture Renewal and Restoration Collection and any items marked "Final Sale" may not be returned or exchanged. All sales are final on all shapewear (shapers, leggings, shorts), jewelry, undergarments, hair accessories, hats, beanies, socks, face masks and eye wear. This is for hygienic purposes. No exceptions.
 - If a final sale item(s) is returned, customer must pay return shipping fees within 12 hours of email sent from our customer care team in order to have the item shipped back to customer. If shipping fee is not paid by the expiration time of the cart, the item(s) will be donated to a local charity.

CUSTOMER INFORMATION

Name (as it appears on order):	
Email Address:	
Order ID#:	

RETURN INFORMATION

Item SKU#	Size	Reason Code	Comments

Return Reason Codes

1. Too large
2. Too small
3. Quality *(please explain)*
4. Not what I expected *(please explain)*
5. Changed mind
6. Wrong item/size shipped *(please explain)*
7. Damaged *(please explain)*
8. Other *(please explain)*

Please mail returns to:

Rustic Barn Boutique | Attn: Returns | PO Box 226 | Hebron, KY 41048

CUSTOMER SERVICE: MON-FRI, 9:00am-4:00pm EST

Please email our customer care team with any questions you may have at customercare@rusticbarnboutique.com.

We typically answer very quickly, however please allow up to 2 business days for a response.