



DO YOU NEED TO MAKE A RETURN?

We hope you love everything you purchase from Posh, but if something does not work out, we're here to help you!
RETURN GUIDELINES

- We accept returns postmarked within 14 days from the date your order shipped or was ready for pick up (Not the date you picked up your order – Date we fulfilled and marked it ready for pick up) for **online store credit**. All shipping fees are non-refundable. We will issue a return shipping label for the items and the **return shipping will be deducted from the store credit amount**.
- NO RETURNS WILL BE ACCEPTED ON SALE ITEMS AND JEWELRY . GIFT CARDS ARE ALSO FINAL SALE.
- Worn, washed, and/or damaged items will not be accepted for return. **Original tags must be attached & intact. Items must be in original packaging!**
 - For defective item claims: contact us within 2 days of delivery date. DO NOT message me weeks later with damages. There is nothing I can do with our vendor once our window is closed.
- Exchanges: We cannot provide exchanges (or holds) due to limited inventory.
- Returns that do not meet our guidelines will be send back at your own expense. You have the option to have us invoice you for the shipping cost.
 - We hold unacceptable returns for 10 days. After 10 days, the items will be donated to charity.

HOW TO MAKE A RETURN

1. Before making a return please read our policy to ensure that your items meet the guidelines.
2. Email Mel at poshnovi@gmail.com with your order number to schedule a porch drop off or to provide me with your return tracking number (You are responsible to getting the returns back to me)
3. Fully complete the return policy checklist below.
4. Place the completed form, invoice, and return in the package. Make sure the items are porch dropped at coordinated time or use the return shipping label that we supply .

Once your return is processed, we will email you an online gift card that will expire 1 year from issue date. Items purchased using a Store Credit/Exchanged are FINAL SALE. Please allow at least 3 business days for return to be processed.

RETURN CHECKLIST: FILL OUT THE REASONS FOR YOUR RETURN. ATTACH ORDER INVOICE TO THIS FORM.				
Name				Date
Email				Phone#
Items to be returned				Order#
Item Name	Size & Color	Qty	Price	Reason for Return
COMPLETE THE CHECKLIST TO CONFIRM YOUR RETURN IS ACCEPTABLE				
NO SIGNS OF WEAR OR DAMAGE. TAGS STILL ATTACHED. ITEM IS IN ORIGINAL PACKAGING.				<input type="checkbox"/>
ITEM IS NOT FINAL SALE OR DISCOUNTED AT 50% OR MORE				<input type="checkbox"/>
RETURN WILL BE POSTMARKED OR DROPPED OFF BY 14 days from Date Order was shipped or READY FOR PICK UP (not when you picked up. When Posh had it ready)				<input type="checkbox"/>