



ELB Return Policy

- Please submit a return within 7 business days of the date your order was delivered.
- Items can be returned for ELB credit. We do not issue cash refunds.
- Clothing must be returned in NEW condition. What we look for when accepting returns: Tags MUST be intact as they were received. Clothing must be free from odors.
- Customer Preference return shipping is non-refundable.
- Once we receive the item, please allow 5-7 business days for the credit to be posted to your account.
- Anything purchased at a discounted price is **FINAL SALE** and is not eligible for return or exchange.
- Items NOT ELIGIBLE for return or exchange: **Items ending in \$.99, all Sale and Discounted items, Jewelry, Accessories, Hats, Beanies, Purses, and Graphic T's, Foundation Wear, Swimwear and Leggings due to hygienic reasons, Style Boxes, Grab Bags, Daily Deal's and anything with a Coupon Code over 30% or Cash Back.**
- If you have received an item you believe is defective please email service@shopemmalous.com within 3 business days of receiving your item. Please include details about the defective item and attach a picture. Our awesome CS team will be able to help you with that! Please remember that some items have unfinished edges or have a "rustic" or "boho" look to them.
- There is a 10% restocking fee applied to any return.

Please fill out and include the RETURN FORM (found below) with the items you are returning. ATTENTION: If items are returned that are not eligible as noted above, they will be automatically donated and you will NOT receive boutique credit.

TikTok Returns:

Please return through TikTok shops portal.

- Open the TikTok app and tap on your profile picture.
- Tap on shop and then orders to view your orders on TikTok.
- Select the order you want to return and tap on return.

Thank you!

Emma Lou's Boutique

Return Form

CUSTOMER NAME: _____

EMAIL ADDRESS: _____

ORDER NUMBER(S): _____

STORE CREDIT OR BACK ORIGINAL PAYMENT METHOD:

RETURN REASON CODES

- 1. Too Large
- 2. Too Small
- 3. Not What I Expected
- 4. Quality - (Please explain below)
- 5. Changed Mind
- 6. Wrong Item/Size Shipped
- 7. Damaged
- 8. Other (Please explain below)

DESCRIPTION/SKU #	QTY	SIZE	COLOR	CODE

COMMENTS AND EXPLANATIONS:

SEND RETURNS TO:

EMMA LOU'S BOUTIQUE
5518 FM 1488
MAGNOLIA, TX 77354