



Return Authorization Form

We hope you enjoy your purchase; however, we also understand that sometimes there may be a need to return your item. That's why we offer our **30 day** return policy. All items may be returned for full refund or exchange within 30 days of purchase, less the shipping fees. We can only accept returns for items purchased on Lusome.com. Please follow these simple steps below to return your item. You may return items in **original, new condition** (unworn, unwashed, un-altered with all tags attached and in its original poly packaging).

1. Complete form below.
2. For your protection, we recommend that you purchase traceable shipping and insure your package to ensure a safe and documented delivery. Please place items in protective shipping wrap or box. Ship items you are wishing to return to:

Canada: SOMÉ
 Attn: Returns Department
 #300, 229 11 Ave SE
 Calgary, AB, T2G 0Y1, Canada

USA: SOMÉ
 C/O ProPack Logistics
 1124 Fir Ave
 Blaine, WA 98230, USA (360-332-2555)

3. **Online Exchanges and Returns:** Please note if returning items purchased at Lusome.com they may be returned (items must be in new condition) for refund within 30 days, less shipping fees. A \$5.00 restocking fee will apply. Please allow one billing cycle for refund to appear once return is received. Returns will be processed within 48 hours of receiving.
4. **Exchanges:** Please note if exchanging items purchased at Lusome.com they may be exchanged (items must be in new condition) within 30 days, less shipping fees. Once your return has been received and confirmed that it is restocked, your replacement item will be sent. A \$5.00 restocking fee will apply.
5. Customer is responsible for all shipping charges on Returns.

Please check the following: **Exchange** **Refund**

Order Number: _____

Ordered By (billing name): _____
 Name: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone: _____
 Email: _____

Ship To: _____ same as billing _____
 Name: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone: _____
 Email: _____

Items Returned						
Order No.	Item #	Style No.	Size	Color	Qty	Reason Code

Reason Codes: **10** - Size, Too Large **20** - Size, Too Small **30** – Defective
 40 - Wrong Item **50** - Arrived Late **31** – Damaged
 60 - Not as described, please explain _____
 70 - Other, please explain _____

- Give our team 3 business days to reply with confirmation of receipt and will advise next steps.
- Once confirmed you can send your item(s) back to 1 of the 2 warehouses noted on the return form.
- Please give the warehouse 7-10 business days from receipt and confirm their ability to return to inventory or confirm the requested item can be sent back out
- All merchandise that have had alterations made or have been laundered or are not in are not eligible for Refund or Exchanges. Only original, new condition (unworn, unwashed, un-altered with all tags attached and in its original poly packaging) will be returned or exchanged. *Excludes all FINAL SALE products
- Customer is responsible for all shipping charges.
- This return/exchange form only applies to online catalog/www.lusome.com purchases.
- Email this form to info@lusome.com with your order # in the subject line and attach the completed return authorization form. Please allow up to 7 days for review and authorization.

info@lusome.com