

# Alejandra G.

## RETURN FORM

**Return Address:**

Precision Logistics  
 C/O Alejandra G.  
 300 North Lake Avenue, Suite 320  
 Pasadena, California 91101

**(Contact with CustomerService@AlejandraG.com must be made prior to any returns or exchanges)**

**Invoice Date:** \_\_\_\_\_ **Invoice Number:** \_\_\_\_\_

**Customer Name:** \_\_\_\_\_ **Order Number:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Email Address:** \_\_\_\_\_

Style	Color	Size	Return/Exchange	Reason for Return:	Exchange for:

Reason for Return:    **A - Damaged**    **B - Too Big**    **C - Too Small**    **D - Other**

(SEND)



(KEEP)

**Return Policy**

All sale items and items purchased with a special promotion code are final sale. No exchanges or refunds will be made. No Exceptions. If shipping fee was charged, it is non refundable. Alejandra G. will accept merchandise in its original condition for refund. Returned merchandise must include the original shoe box, dust bag, heel taps (if applicable) and it must be returned to us within 14 days from the date of delivery (i.e. your return shipment must be postmarked within 14 days from receipt of your order). Customers are responsible for any shipping fee associated with returns. Please note that the shoes must be absolutely free of any markings, scratching or any sign of usage for a refund to take place. All shoes must be tried on for fit and size on clean, carpeted surfaces only until you are sure that you will be keeping them. Our soles are very delicate and we cannot accept returns on shoes that appear worn, damaged or soiled. The sole of each shoe must be in perfect condition. Returned shoes in which the soles appear damaged or worn will not be accepted and will be returned to you at your expense. We have the right to refuse a refund of any shoes which appear to be damaged. At the company's discretion, there will be a 30% restocking fee if returned products show signs of wear. Usually if the bottom of the shoes are scratched or dirty it is considered used. We thank you for your understanding.

**Exchange Policy**

Alejandra G. offers an exchange on non-sale items. Customers are responsible for any shipping fee associated with exchanges. Shipping fee on any exchange is non-refundable. Merchandise for exchange must include the original shoe box, dust bag, heel taps (if applicable) and it must be returned to us within 14 days from the date of delivery. Please note that the shoes must be absolutely free of any markings, scratching or any sign of usage for an exchange to take place. All shoes must be tried on for fit and size on clean, carpeted surfaces only until you are sure that you will be keeping them. Our soles are very delicate and we cannot accept returns for exchange on shoes that appear worn or damaged. The sole of each shoe must be in the condition received otherwise we cannot honor an exchange.

**Sale Items & Special Promotions Policy**

All sale items and items purchased with a special promotion code are final sale. No exchanges or refunds will be made. No Exceptions. Please contact [CustomerService@AlejandraG.com](mailto:CustomerService@AlejandraG.com) for any questions regarding your sale item.

**Refunds and Processing Time**

Every effort will be made to ensure a prompt refund or exchange and an email notification will be sent once your return has been processed. Once your return is received it will be inspected. If the condition of the merchandise is acceptable then a credit will be issued to the original form of payment within 10 business days of receipt. Please note that depending on your financial institution, it may take additional 2-10 business days for the credit to post to your account. For exact posting dates please contact your credit/debit card customer service number directly.