



The Great  
HAWAII,  
The Friendly  
Islands

**Mahalo for ordering from HiloHattie.com!**

**Exchange and Return Policy:**

With Invoice – Merchandise that has not been used, not damaged, free from any perfumes/odors, hair/pet hair and in resalable condition may be returned along with a copy of the packing slip/invoice for a full refund or exchange.

Without Invoice/Beyond 30 Days - Merchandise Credit for the current selling price will be issued for items which have not been used, are not damaged and are returned without the original packing slip/invoice.

Refunds will be made in the same form of payment as the purchase.

**Returning/Exchanging Online Purchases**

Please Note: Return shipping charges paid on the original order are not refundable. To qualify for a return, your merchandise must arrive to Hilo Hattie within 30 days of the date you received it. Please allow 10 days of transit time back to our warehouse facility.

Please fill out the appropriate portion of the form below and enclose it with the merchandise you are returning/exchanging. Pack and seal your return securely. Send returns via USPS standard mail to:

**HILOHATTIE.COM RETURNS/EXCHANGES  
670 AUAHI ST., SUITE I-03  
HONOLULU, HI 96813**

For exchanges, outbound shipping charges will be waived, however, if there is a difference in costs - we will need to collect payment on the difference before shipping out your exchanged items.

If you received damaged goods or merchandise you did not order, please contact a Customer Service Specialist by phone at 1-800-233-8912 (Monday-Friday from 8:00 AM to 4:00 PM HST) or by email at info@hilohattie.com for instructions on how to proceed. We will gladly assist you with a replacement or correcting your order. Mahalo & Aloha!

**ORDER #:** \_\_\_\_\_ **NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Items to be Returned/Exchanged:**

Item Name	Item Number	Size	Color	QTY	RTN or EXCH	Reason