

RETURNS POLICY

CUSTOMER SATISFACTION GUARANTEE:

StyleTribute is committed to providing its customers with an exceptional shopping experience. Customers are encouraged to love each item they purchase. However, should they find themselves unsatisfied with their purchase, StyleTribute offers a hassle-free return policy. Customers can return items without any questions asked and receive a full refund through their original payment method, excluding shipping fees.

ITEM DESCRIPTION MATTERS:

StyleTribute emphasizes the importance of carefully reviewing item descriptions and images before making a purchase. Most items available on StyleTribute.com are pre-loved, and the website provides clear descriptions of each item's condition to ensure informed buying decisions.

STEP 1: GENERATE RETURNS NUMBER

Customers initiating a return are requested to notify StyleTribute within 14 days of receiving their item. This can be done by sending an email to customer@styletribute.com, including the following details:

- Order ID
- Product code
- Reason for the return

Upon receiving this information, customers will be provided with a unique returns number to facilitate the process.

STEP 2: PREPARE FOR RETURN

Customers are advised to ensure that the item being returned is in the same condition as when received, including all tags and labels attached.

RETURN OPTIONS:

OPTION 1: DROP OFF AT WAREHOUSE

Customers have the option to drop off return items in their original condition at StyleTribute's warehouse. This allows for instant return approval and processing. The warehouse address is as follows:

102F Pasir Panjang Road
Citilink Warehouse Complex

#04-07

Singapore 118530

Warehouse operating hours are Monday to Friday from 10:00 am to 06:00 pm.

OPTION 2: SHIP IT TO OUR WAREHOUSE

For added convenience, customers can pack their return order and ship it to StyleTribute's warehouse, making sure to clearly mention the returns number on the package. The shipping address is as follows:

TO: RETURNS APPROVAL

102F Pasir Panjang Road

Citilink Warehouse Complex

#04-07

Singapore 118530

OPTION 3: OPT FOR PREPAID SHIPPING

Customers in Singapore can take advantage of a complimentary shipment service within 14 days of receiving a returns number. StyleTribute will provide a shipping label via email, which customers need to print and affix to the returns package. For international customers, the cost of shipping for returns is the responsibility of the customer. StyleTribute recommends using recorded or special delivery methods and cannot be held responsible for items lost without proof of postage.

STEP 3: REFUND

Upon receiving the returned item within 14 days of the returns number being issued and confirming that the product is in its original condition, StyleTribute will process the refund. The refund will be issued via the original payment method. Customers should note that card refunds may take up to 15 business days to complete, depending on the processing time of their bank.

PLEASE NOTE:

StyleTribute's return policies exclusively apply to online purchases. The company does not accept returns for products purchased during physical transactions, such as events, open doors, or styling sessions. Additionally, items marked as "Sale Finale" are considered FINAL SALE and are not eligible for cancellation, return, or refund. However, items falling under this category can be re-consigned. For further details on consigning items with StyleTribute, [click here](#).