



**IVORY ELLA EXCHANGE & RETURN FORM**

Please contact [support@ivoryella.com](mailto:support@ivoryella.com) with any questions regarding a return or exchange.

Exchanges and returns will be accepted if received within 30 days from the delivery date.

After 30 days both exchanges and returns will be issued store credit, for up to 90 days after the delivery date.

If you received the item as a gift and do not have the order number, the item can be exchanged or returned for store credit.

Gift exchanges that do not have an original order number will be valued at the current cost of the item.

Certain items, such as holiday prints and clearance items can only be returned for store credit, which is stated under that item's description.

**All items must be shipped back to us via USPS.** Returns made using any other carrier cannot be guaranteed.

Please be sure to get a tracking number when you ship the order back to us. We cannot be held responsible for items lost, stolen, or damaged during return transit. Please ship all returns to:

Ivory Ella – Returns  
 P.O. Box 1908  
 Westerly, RI 02891

*\*Please note that all items must be unwashed, unworn and undamaged. Items sent back with any stains including makeup and deodorant stains, will not be accepted for exchange. Please package appropriately to protect the merchandise during return shipping.*

**\*EXCHANGES CAN ONLY BE MADE FOR ITEMS OF EQUAL OR LESSER VALUE.\***

*Due to the uniqueness of our products there are times that we will be unable to fulfill your request. In those cases, you will either be issued a store credit, or the customer service department will email you with a list of options on how to proceed.*

**STEP 1: PLEASE FILL OUT FOLLOWING INFORMATION ABOUT THE ORDER:**

Name: \_\_\_\_\_ Order #: \_\_\_\_\_ Date Ordered: \_\_\_\_\_

Email used to place order: \_\_\_\_\_

**STEP 2: PLEASE FILL OUT THE INFORMATION BELOW ONLY IF THE EXCHANGE IS BEING SHIPPED TO AN ALTERNATE ADDRESS.**

PLEASE CHECK BOX IF YOU ARE USING AN ALTERNATE ADDRESS:

Name: \_\_\_\_\_

Address: \_\_\_\_\_ Apt/Suite: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

**STEP 3: LIST ITEMS YOU ARE EXCHANGING OR RETURNING**

Reason Codes: Use one code to explain why you are returning item.

Reason Code	QTY	Type (Long Sleeve, Short Sleeve, ETC)	Color	Pattern	Size	Price	Refund? Check Here	Store Credit? Check Here

**STEP 4: LIST ITEMS THAT YOU WOULD LIKE TO EXCHANGE FOR:**

QTY	Type (Pocketed, S/S, Accessory, ETC)	Color	Pattern	Size	Price

- |     |                         |
|-----|-------------------------|
| 20  | Preference              |
| 201 | Didn't like color       |
| 202 | Didn't like style       |
| 203 | Item not as described   |
| 204 | Ordered additional size |

- |     |              |
|-----|--------------|
| 30  | Apparel      |
| 301 | Faded/Bled   |
| 302 | Hole         |
| 303 | Print Issues |
| 304 | Stained      |
| 305 | Too Large    |
| 306 | Too Small    |

- |     |              |
|-----|--------------|
| 40  | Accessories  |
| 401 | Broken       |
| 402 | Chipped      |
| 403 | Cracked      |
| 404 | Print Issues |
| 405 | Stability    |
| 406 | Too Large    |
| 407 | Too Small    |

- |     |                    |
|-----|--------------------|
| 50  | Service            |
| 501 | Arrived too late   |
| 502 | Duplicate Shipment |
| 503 | Shipping Damage    |
| 504 | Wrong Item         |