

RETURN CODES

1. Problem with sizing
2. Item not as depicted
3. Incorrect item sent
4. Item was damaged / defective
5. Dissatisfied with quality



RETURN FORM

Returns will not be processed without prior approval. Please email us at contact@acaiberryfashion.com.

We are not responsible for lost or damaged items during return shipping. For your protection, we recommend that you return all items via a traceable carrier such as **USPS, UPS or FedEx**. Acai Berry Fashion is not responsible for packages not received if a tracking number is not provided. Returns and exchanges must be returned prepaid.

Please complete the following information and return this slip & the packing slip with all returns or exchanges.

Name: _____

Order Number: _____

Address: _____

Reason of the return (code): _____

RETURN & EXCHANGE POLICY

If you are not completely satisfied with your purchase, you may return the item in its original condition **(unwashed, unworn, no animal hair and with original sales tag attached)**, filled out customer return form and proof of purchase within 14 days. Once we receive your shipment, we'll issue a credit in your original form of payment, less adjustments for shipping and handling, within 5 business days. For exchanges it will be necessary for us to process your exchange as a refund. If you wish to get a different item or size, simply visit acaiberryfashion.com and place a new order. **We will only issue refunds for qualifying returns. If your return does not qualify for a refund and the refund box is checked, a store credit will be issued. Please refer to our website for qualifying refundable items.**

Returns are not permitted on the following items: **SALE items**

Return Limitations:

- **Items Purchased with Coupons/Discount Codes** -Store Credit or Exchange will be permitted for a different size or color of the same item as long as there is no sign of wear.