

No.6 Store

Return Authorization Form

To arrange an exchange or return, please fill out and include this Return Authorization Form in your return shipment. No.6 does not provide free return shipping. We recommend using a trackable shipping method. Returns can also be dropped off at our NYC store during regular business hours.

Please ship your return to:

No.6 Store
Attn: Returns Dept.
6 Centre Market Place
New York, NY 10013

FIRST NAME: _____ LAST NAME: _____

ADDRESS: _____

PHONE: _____ EMAIL: _____

I'm Returning

Reason for Return

I Want

ORDER #: _____

WRONG SIZE

REFUND

STYLE: _____

JUST NOT FOR ME

EXCHANGE*

COLOR: _____

SENT INCORRECT ITEM

STORE CREDIT**

SIZE: _____

DAMAGED/DEFECTIVE ITEM

Exchanging? Please write which style, color and size you are exchanging for

STYLE: _____

COLOR: _____

SIZE: _____

* Please note that all exchanges can take up to 10 business days to process. You will receive a new shipping confirmation and tracking information when your exchange is en route to you. Thank you for your patience!

** Store credit stays on file and does not expire. Application to future purchases can be made by phone.

No.6 Store

Return & Exchange Policy

HOLIDAY RETURN POLICY

Holiday purchases will be entitled to an extended return window. A full refund will be available for purchases made between Thursday, November 22nd, 2018 and Monday, December 31st, 2018 until Monday, January 14th, 2019.

Final sale items are not eligible for return. Items purchased using a temporary holiday discount code will be eligible for return, exchange, or store credit within the return window. Exchanges are subject to current available stock.

Please contact us by emailing shop@no6store.com if you have any further questions.

ONLINE RETURN POLICY

Full price merchandise purchased online can be shipped back within 14 days from the date of receipt to receive a refund, exchange, or store credit. All items must be returned in unworn and otherwise perfect condition with original tags attached. Footwear will only be accepted if returned in its original, undamaged shoebox. Swimwear must have sanitary strips still attached. Returns that do not meet our policy will not be accepted and will be sent back to you. Vintage, lingerie, fragrances, and discounted or sale items purchased online are final sale – no refunds or exchanges.

IN STORE RETURN POLICY

Full price merchandise purchased in our New York store may be returned within 10 days of purchase for exchange or store credit only, provided the item(s) are in unworn and otherwise perfect condition with the original tags attached. Footwear – excluding No.6 clogs and clog boots – must be returned in its original, undamaged shoebox. Swimwear must have sanitary strips still attached.

Sale or otherwise discounted items, custom clogs and clog boots, vintage, lingerie, fragrances and any special orders purchased in store are considered final sale – no returns or exchanges. This includes custom clogs and clog boots purchased over the phone.

RETURNS AND EXCHANGES

Refunds will be credited to your original form of payment, less any shipping charges. You will receive an email confirmation when your refund is issued. Depending on the processing speed of your credit card company, it may take up to 10 business days for the credit to post to your account statement.

Exchanges are processed upon receipt and are subject to availability. You will receive a new tracking number when your exchange is on its way.

To expedite the exchange process, we recommend first placing an order for the new item(s) you want before returning your original item(s). You can then ship back your original order for a full refund, less any shipping charges.

STORE CREDIT

Credit is available in two formats. Customers may choose:

Online Store Credit, issued in the form of an online gift card. Customers will receive an email with the gift card code, which can be entered upon checkout for future online purchases.

In Store Credit can be issued upon request. In store credit is redeemable either at our NYC store or over the phone, but cannot be applied to online purchases.

STILL HAVE QUESTIONS?

Please feel free to call us during our regular office hours Monday–Friday 12 pm–7 pm at 212-226-5759 or send us an email any time at orders@no6store.com.