

VANESSA MOONEY

RETURN FORM

Customer Name: _____

Date: _____ Order Number: _____

Item Number(s) Returned: _____

Return Shipping Address:

Phone Number: _____

Email Address: _____

I would like to (check one): Exchange – Please list exchange items here:

Repair

Store Credit

Refund

Reason for Return (please provide as much detail as possible):

How to do an international return:

1. Add all unwanted item(s) to box **Read our return policies thoroughly, we will not accept any merchandise that does not match our requirements**
2. Fill out this form
3. Include your original packing list, to prove country of origin is US.
4. Send us the return package using the carrier of your choice. Please declare it as "9801 US GOODS RETURNING" on your commercial invoice. Putting that declaration on there lets us avoid paying duties/taxes on our own merchandise. **Customer must declare it to avoid a deduction from their refund!**
5. We can't issue a refund until the package is received. If the package got lost, it is the customer's responsibility to file a claim (if you bought insurance).

Please note: we recommend writing down your return tracking number, so you can track the status of the return yourself.

FAQ

Q: What's your return policy?

A: We accept items in new condition for a full refund. You have 21 calendar days from the date from placing your order to initiate a return.

Q: Can I return sale items?

A: Any Sale items purchased for 20% off or higher or purchased with a promotional code are eligible for store credit only. Any Sale items 50% off or higher are considered final Sale and are not eligible for refunds, store credit, or exchange.

Questions? Email us websales@vanessamooney.com

We will answer within one business day except on Holidays or weekends.

Please include this form with return

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