

# VANESSA MOONEY

## RETURN FORM

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

Date: \_\_\_\_\_ Order Number: \_\_\_\_\_

Item Number(s) Returned: \_\_\_\_\_

Return Shipping Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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Phone Number: \_\_\_\_\_

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

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

\_\_\_\_\_ Store Credit

\_\_\_\_\_ Exchange

Item Name: [Enter the name of the item you wish to exchange for]

Ans:

Size: [Enter the desired size]

Ans:

Color: [Enter the preferred color, if applicable]

Ans:

Quantity: [Enter the quantity, if more than one item]

Ans:

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

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Q: What's your return policy?

A: We accept exchanges and items returned for store credit in new condition. You have 14 calendar days from the date the order is shipped to initiate your exchange process.

Q: Can I return sale items?

A: Any Sale items on sale, or purchased with a Sale code are considered final sale and are not eligible, for exchanges, store credit or refunds as they are final sale.

Questions? Email us [support@vanessamooney.com](mailto:support@vanessamooney.com)

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

*Please include this form with return*

272 Rockaway Rd, Oak View CA 93022