

COMPLETE THE BACK OF THIS FORM AND BE SURE TO INCLUDE IT WITH YOUR RETURN

## RETURN POLICY

- Merchandise may ONLY be returned for a GIFT CARD CODE within 30 days of the date your order shipped from our warehouse.
- All returned items must remain un-washed, un-worn, and with all tags attached.
- All SALE items are FINAL and cannot be returned.
- The customer is responsible for the shipping and handling costs of the returned item(s). Original shipping fees are non-refundable. Please note the tracking number if applicable.
- Upon return, a gift card code will be sent to the email address provided at checkout.

### TO MAKE A RETURN:

1. Please refer to the Return Policy above to ensure that your return meets the criteria stated.
2. Complete the return form on the back of this page and include it inside the package with the item(s) you are returning.
3. Once your package is received, please allow 5-7 business days for our Returns Department to process your return.
4. A gift card code will then be sent to the e-mail address provided at checkout.

### EXCHANGES:

Due to our limited quantities per unique style, we are unable to offer exchanges. However, we will be happy to issue you a gift card code for your return, and if the right style is available in the correct size, you can use your gift card code to purchase that item.

### PROBLEMS OR QUESTIONS?

If you believe that you have received defective merchandise, were shipped incorrect merchandise, or have any questions about your order, please contact our boutique via e-mail or phone as soon as possible. You can reach us by email at [customerservice@chicsoul.com](mailto:customerservice@chicsoul.com) or call (334) 329-SOUL (7685) between the hours of 8:00 AM - 4:30 PM CST Monday-Friday.

**\*\*ALL DAMAGED ITEMS WILL BE INSPECTED AND VERIFIED.**

### SEND RETURNS TO:

Chic Soul  
2550 Pepperell Parkway  
Opelika, AL 36801

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# RETURN FORM

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

Order Number(s): \_\_\_\_\_

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

Daytime Phone: \_\_\_\_\_

Product Name	Quantity	Size	Return Reason Code

Return Reason Codes:

- |                                      |                                             |
|--------------------------------------|---------------------------------------------|
| 1. Too Large                         | 5. Changed Mind                             |
| 2. Too Small                         | 6. Wrong Item/Size Shipped (Please Explain) |
| 3. Poor Fit/Quality (Please Explain) | 7. Damaged (Please Explain)                 |
| 4. Not What Expected                 | 8. Other (Please Explain)                   |

Comments/Explanations:

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We're sorry you and your item(s) weren't soul mates! ☹️  
Visit [www.chicsoul.com](http://www.chicsoul.com) to find your new love!