

# Returns/Exchanges

COMPLETE THE 2nd FORM AND INCLUDE IT WITH YOUR RETURN

## **RETURN POLICY:**

- Merchandise may ONLY be returned within 14 days of the date your order shipped from our warehouse.
- Returned items must remain unwashed and unworn.
- All SALE items are FINAL and cannot be returned.
- The customer is responsible for the shipping and handling of ALL returned item(s).
- Original shipping fees are non-refundable. Please note the tracking number and order number if applicable.

## **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 Return Department to process your return.
4. We will notify you via email that your refund has been processed. Please allow up to 5 business days for your funds to be available in your account.
5. If your order was purchased through a deal site, the respective site will notify of your refund. Exchanges Due to the limited quantities and styles of our products, we are not always able to exchange a similar item in a different size or color. However, we will be happy to work with you to exchange your item for a similar product in style and cost.

## **PROBLEMS OR QUESTIONS?**

If you believe that you have received DEFECTIVE or INCORRECT merchandise, or have any questions about your order, please contact our warehouse as soon as possible. You can reach us at [theritzbowtique@gmail.com](mailto:theritzbowtique@gmail.com)

Send Returns:

**The Ritz**  
**15041 S. Desert Eagle Cir.**  
**Bluffdale, Ut 84065**

PLEASE INDICATE IF THIS ITEM IS A : Return: \_\_\_\_\_ Exchange: \_\_\_\_\_

Order number(s): \_\_\_\_\_

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

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

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

Product Name	Quantity	Size	Reason Code

Reason Codes:

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

Comments & Explanations:

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**SEND THIS FORM AND RETURN ITEMS TO:**

**THE RITZ**

**15041 S. DESERT EAGLE CIR.**

**BLUFFDALE, UT 84065**

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

Visit <http://www.theritzboutique.com> to find more of what you love!

