

# ADRIANA DEGREAS

made in Brasil

9895 SW 110th St • Miami, FL 33176 • United States  
Tax Registration Number: 47-5264095  
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## RETURN PROCEDURES

In case you want to return your item, please follow the instructions below.

### NOTIFY US

1. Fill in this return form, indicating the reason why you want to return the item you have purchased;
2. Put your item (with its original tags, labels and hygiene liners) inside the gift box, inside the gift box, with this return form and your invoice. Put it all inside the corrugated box in which your order came in;
3. Seal the box with adhesive tape, making sure it is well closed and that any part of the product is exposed to eventual damages;

### RE-PACK YOUR ITEM

1. Send an e-mail to [customer@adrianadegreas.com](mailto:customer@adrianadegreas.com) informing your order number;
2. We will issue and send you a return label, that should be placed on the outside of the box you re-packed in the previous step;
3. Let us know by e-mail ([customer@adrianadegreas.com](mailto:customer@adrianadegreas.com)) that your order is ready to return. We will schedule the pick-up for the next business day;  
**Attention:** Please make sure there will be someone at your place to drop the box when the courier service arrives;

### RECEIVE YOUR REFUND

1. As soon as we receive your returned item at our warehouse, we will check it and make sure it is in perfect conditions. This process will take up to 48 hours;
2. Once we find out the item is ok, we will issue your refund;
3. The original shipping amount is non-refundable.

## EXCHANGES

In order to create a pleasant shopping experience, Adriana Degreas offers you free exchanges. To do so, simply return your item (following the steps above) and place a new order on our website. We will issue a full refund for your original order upon receiving it at our warehouse. Please indicate, "I want to exchange the item" as the return reason on this form, and do not forget to put this form inside the box before returning it. Please keep in mind that Adriana Degreas will issue a full refund (including the shipping and the return costs) for the order as long as you state "exchange" as the return Reason, and place the exchange order within 24 hours after you shipped your return. The conditions above are valid only for the 1st exchange of a given order. If you already exchanged the current order and want to exchange it once again, Adriana Degreas will retain the shipping costs.

## YOUR INFORMATION

NAME: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

ORDER NUMBER: \_\_\_\_\_

## REASON FOR RETURN

Please mark below the reason why you wish to return your order:

- The size was too small, does not fit well.
- The size was too large, does not fit well.
- The color it is not as it was pictured on the website.
- The product is not as it was pictured on the website.
- The product has a defect or it is damaged.
- I had a problem with my delivery and it did not arrive in the estimated time.
- I want to exchange the item.
- Other reason (please specify) \_\_\_\_\_