

Return Policy

ONLINE RETURNS

Online* returns postmarked within **7 days** of date received** are eligible for a refund on the original method of payment **or** store credit.

Online* returns postmarked within **14 days** of date received** are eligible for **store credit only**.

After 14 days, we are unable to accept returns on **online purchases**.

**online return qualifies as an item purchased directly through www.silverwingsboutique.com*

***this is in reference to orders placed online - we will go off of the delivery date shown in the USPS tracking information.*

INSTAGRAM RETURNS/FACEBOOK RETURNS

Instagram* returns postmarked within **7 days** of date received** are eligible for **store credit only**.

Facebook* returns made within **7 days** of date received** are eligible for **store credit only**.

**Instagram return qualifies as an item purchased via Instagram (PayPal) invoice.*

**Facebook return qualifies as an item purchased via Facebook (PayPal) invoice.*

*** this is in reference to orders placed via Instagram/Facebook - we will go off of the delivery date shown in the USPS tracking information.*

IN STORE RETURNS

In Store* returns made within **7 days** of date purchased** are eligible for **store credit only**.

After 7 days, we are unable to accept returns on **in store purchases**.

**This is in reference to orders placed in store - we will go off date printed on receipt.*

All items must be returned to us in their original condition with all original tags still attached. Unworn & unwashed. Make-up free & stain free. Smoke, deodorant and perfume free.

The following items are **FINAL SALE** (online and in store):

- **Jewelry**
- **Sunglasses**
- **Sale items**

Any items sent back to us that are not in compliance with our return policy will be shipped back to the customer at their expense.

Shipping:

Original shipping fees are non-refundable and return shipping is the responsibility of the customer. **Return shipping:** We strongly suggest choosing a shipping option that provides you with a tracking number so that you can make sure your return makes it back to us. We are not responsible for any returns lost in the return shipping process.

Damaged/Defective Items or Incorrect Orders:

Our team checks all items for any damages or defective areas before shipping them out to you and also checks to ensure all items are packed in the order, but we are human and know that we sometimes make mistakes. So, if you happen to receive an item that is damaged or defective or believe something is missing from your order, this is for you!

- Damages must be reported to us prior to wearing the garment. Tags must still be attached.
- All reports must be made within 3 days of receiving your order or it will not be accepted.
- Please contact us immediately at silverwings.social@gmail.com and provide us with a picture of the damaged/defective area or the item(s) you believe are missing from your order. Please include your first and last name and order number.

INSTRUCTIONS FOR RETURN

- Before making a return, please refer to the return policy (see above) to ensure that your return meets the criteria stated.
- Complete the **Return Form**. Click below to print the return form. Once completed, place inside package with the items you wish to return.
- Once your package is received, please allow 14 business days for return processing. Once your return is processed you will be notified by email your store credit amount.

Questions?

Please email customer service at silverwings.social@gmail.com