



**Please follow the instructions below to ensure your exchange**

1. Address the exchange to:

OPRA Exchange

13230 sw 132nd Ave

Unit 31

Miami, Fl 33186

2. Include the order confirmation in your package

3. Exchanges must include their exchange chart in their package. Chart found below.

4. We STRONGLY suggest that you:

- a. Return the package by a carrier that can track your return. The selection of return carriers is up to you.
- b. Insure the parcel for the full value. OPRA Dancewear is not responsible for packages in transit from you to us.

**Exchange Chart**

<b>ORDER NUMBER</b>	<b>ITEM EXCHANGING- STYLE NAME</b>	<b>ITEM EXCHANGING- COLOR &amp; SIZE</b>	<b>DESIRED EXCHANGE- DESIRED STYLE NAME</b>	<b>DESIRED EXCHANGE- DESIRED COLOR &amp; SIZE</b>

## Returns Policies: Section 1n Returns

We do not accept returns. Only exchanges.

Should you require an exchange on an item/s, please send them back within 10 business days in the original packing and with all Opra hang tags attached. The product must be in resellable conditions. Soiled, worn, damaged, or laundered items may not be returned. Please note, you are responsible for the return freight charges.

Once we have received your request, upon receipt and inspection of the items, we will issue your exchange as requested on the exchange form, available for download below.

No refunds are issued, with the exception that the product you are returning was sent out of the OPRA facility with a manufacturer's defect or there was a shipment error on our part. Should there be a shipping error on our part, we will refund your return freight and reship the correct order to your destination.

There are no refunds, returns, and/or exchanges on final sale merchandise which are all items available in the clearance/sale section, LAST CALL! Items, trade expo show purchases, custom made dancewear, semi custom wear, and/or costumes.

Custom Dancewear, semi custom dancewear, and/or costumes are not available for return, refund, and/or exchange.

For custom costumes, a 50% non-refundable deposit is necessary to begin the costume process. This deposit will hold your booking and will be used to purchase any materials and labor necessary to begin your custom order. Design modifications and alterations do include a price increase, subject to what type of alteration and modification. Any invoice must be paid prior to alterations being done. If there is failure to communicate and/or pay, the item(s) will be mailed back without any modification and/or alteration being done to its original shipping address.

Belle Marie Collection purchases can only be exchanged for in color, sizing, and/or products within the Belle Marie Collection. There are no returns and/or refunds, only exchanges within the Belle Marie Collection for any purchase made for the Belle Marie Collection. To make an exchange, simply download or exchange form and follow the same rules for any Opra Dancewear product exchange.

Thank you for your cooperation with this policy while purchasing your item/s.

## Return Policies: Section 2 Refunds

Refunds will ONLY include original FREIGHT charges to you and carrier charges back to us if the return is due to a manufacturer's defect or due to a shipping error on our part.

Refunds will be credited to your account within 10 business days of receipt of your package (returned according to our policies stated above). OPRA is not responsible for any open balances, overdraft fees or service charges resulting from the timing of charges or credits to your account.



### Return Policies: Section 3- Exchanges

Exchanges can be made for the same style in different size and/or different color, or a new item of an equal or greater value. The difference will be invoiced to the customers email. Invoice must be paid prior to delivery of the exchange.

Customers are responsible for charges on return shipping to OPRA.

Exchanges must be made within 10 business days of original delivery date to the customer.

Exchanges will be processed within 10 business days of receipt of your package (returned according to our policies stated above), as long as item requested is currently in stock. For international shipments, when an exchange has been processed and is being shipped out, a charge may be applied to the original credit card used, based on customer location.

Please follow the instructions below to ensure your exchange:

1. Address the return to:

OPRA Returns

13230 sw 132nd Ave

Unit 31

Miami, Fl 33186

2. Fill out the return form (see below to download form) and include it with your return.

3. Include the packing slip and all original packing materials and hang tags.

4. We STRONGLY suggest that you:

- a. Return the package by a carrier that can track your return. The selection of return carriers is up to you.
- b. Insure the parcel for the full value. OPRA Dancewear is not responsible for packages in transit from you to us.



#### **Return Policies: Section 4- Trade Show, Final Sale, Clearance, & Custom Made Attire**

There are no refunds or exchanges on final sale merchandise which are all items available in the clearance/sale section, custom made dancewear, semi-custom wear, and/or costumes, and anything sold at a trade show.

Any item purchased at a trade show is final sale once the booth has closed at the end of the event. No refunds, exchanges, or returns allowed. Only product with a defect in craftsmanship or material will be replaced, if OPRA is notified within 10 business days of the sale.

