



Return Process:

1. Make sure the return meets all the criteria **AND** is within the return time frame. Again, if an item is **POSTMARKED** past the 14 day window or does not meet the return guidelines, the items will be sent back to you for a fee and no credit will be given.
2. Fill out the Return Form (below). Please include the RETURN FORM with all returns (we're smart but we're not mind readers!) Failure to include the proper information will result in a delay in your credit.
3. Repackage your items and enclose the form. Request a SmartLabel from Ivy B. (\$5.95 will be deducted from your credit). OR, use the carrier of your choice. We **STRONGLY** suggest using a shipper that has tracking and insurance. Please send to:

Ivy Boutique

204 Jefferson Street

Valparaiso, IN 46383

4. As soon as we received your package, we will try to process it as fast as possible (so you can start shopping again!) We will email you once your return has been processed. Your credit will be applied to your account. We do not process returns on weekends or holidays, so it may take up to 5 days depending on when it was received.

RETURN FORM (please print!)

Name:

Email Address:

Phone Number:

Order Number:

Item Name	Size	Quantity	Return Code	Price

Return Codes:

1. Defective

7. Poor Fit

2. Too Big

8. Poor Quality

3. Too Small

9. Not As Expected

4. Wrong Item Received*

10. Other

5. Wrong Size Received*

*Please contact us first about these issues

6. Changed Mind

Mail To:

Ivy Boutique

204 Jefferson Street

Valparaiso, Indiana 46383