



## RETURN / EXCHANGES FORM

Name \_\_\_\_\_ Order # \_\_\_\_\_

Date \_\_\_\_\_ Email \_\_\_\_\_

### SHIP RETURNS TO:

Starlet  
Attn: Returns & Exchanges  
26 Broadway  
Denver, CO 80203

- ☐ I would like to return and have a refund issued.
- ☐ I would like to exchange the returned item(s).
- ☐ I would like to return and have a store credit.

### REASON FOR RETURN / EXCHANGE

- ☐ Too Small
- ☐ Too Large
- ☐ Item is Defective
- ☐ Color Not As Expected
- ☐ Wrong Size Shipped
- ☐ Wrong Item Shipped
- ☐ Changed Mind
- ☐ Other \_\_\_\_\_

### RETURNS:

Product Name	Quantity	Color	Size	Price

### EXCHANGES:

Place a new order online for the item(s) you wish to exchange. Once we receive your item(s) for exchange, we will issue a refund to your card, minus shipping costs, for the original order(s) you placed online in the event of an exchange. Your standard shipping for the new order will also be refunded once we receive and process your return. (For US orders only.)

Once we receive your item(s) for return, we will issue a refund to your card, minus shipping costs, for the item(s) received. An email will be sent once the refund transaction is processed.

## ..... THE DETAILS .....

We understand that sometimes shopping online doesn't always work out the way we want. If there is a problem with your order, please contact us right away and we will do our best to make it right.

### Returns & Exchange Guidelines

- We are happy to accept returns within 30 days of the date your order shipped from our warehouse. Items received after 30 days of the original warehouse ship date cannot be refunded or exchanged
- Gifts cannot be returned for a refund. They may be exchanged, or returned for store credit only
- All sale items are final sales
- All earrings and hosiery are final sales
- Items received without the original tags, worn, washed, with pet hair, smoky or damaged items cannot be returned or exchanged.

### Returns & Exchanges Details

- Allow up to 5 - 7 business days upon receipt of the package for returns/exchanges to be processed .
- Refunds can only be issued back to the original form of payment. If your item was a gift, you can exchange it or receive a store credit only.
- The buyer is responsible for all shipping fees. Original and return shipping fees are non-refundable.
- Only for US orders, we will send your new exchange order complimentary with standard shipping. The standard shipping fee for your new exchange order will be refunded when we receive and process your returned package.
- We will refund shipping, in addition to the purchase amount, in the event that you receive the wrong item or defective merchandise.

### Terms & Conditions

- Starlet reserves the right to deny or refuse a full refund based on the returned condition of your items.
- We will inspect all returns/exchanges. All items that do not meet the guidelines are subject to denial, store credit, and a 30-50% restocking fee.
- We recommend all packages be sent back with delivery confirmation and/or shipping insurance. We are not responsible for lost return packages without tracking information. By purchasing from shopstarlet.com, you accept these terms and conditions.