

THREADSENCE

Returns & Exchanges

Here at Threadsence, we believe happiness is the best policy. We want you to love shopping online as much as we do, and we'll do our best to make your experience truly enjoyable. If we made a mistake, please contact us at info@Threadsence.com for simple and friendly order assistance. Please review our Returns and Exchanges Policy below, and don't hesitate to contact us for any order assistance.

Thanks, and Happy Shopping!

- Returns must be received back within 30 days from the original ship date.
- Shipping is non-refundable (unless we made a mistake).
- Refunds are issued back to the original method of payment, otherwise issued as a store credit.
- Returned items must be in original, unworn, unwashed, unaltered, and smoke free condition. Items returned that do not match these conditions may be denied for refund or a restocking fee up to 50% may be imposed.
 - Items must be returned with original tags (if applicable)
 - Items must be returned with all original accessories, including belts, removable straps, removable brooches, etc.
 - Shoeboxes must be returned in undamaged condition. Please do not cover them with tape, place them in a larger box.
 - Bathing suits must be returned with the original hygienic strip.
- **FINAL SALE** on all SALE ITEMS, earrings, hosiery, and greeting cards.
- An order number or name of the original purchaser must be included with the return package
- Please allow 7-10 business days to process your return AFTER it has been received by Threadsence
- Please consider purchasing online tracking / delivery confirmation and/ or shipping insurance for your return package, we are not responsible for lost return packages without tracking info
- **FREE EXCHANGE SHIPPING – US ORDERS ONLY**
 - Exchange order shipping back to you is free, except for items that weigh greater than 2lbs.

THREADSENCE RETURNS AND EXCHANGES
201 W TRUSLOW AVE
FULLERTON, CA 92832

NAME: _____

ORDER #: _____

EMAIL: _____

DATE: _____

Returned Product Name	Color	Reason Code	Office Use

Please let us know how we can improve, what is the reason for your return?

- | | | |
|-----------------------------|---------------------------|--------------------|
| 1 - Wrong Item Shipped | 5 - Color not as expected | 9 - Poor packaging |
| 2 - Wrong Size Shipped | 6 - Poor Fit | 10 - Changed Mind |
| 3 - Defective item | 7 - Too Large | 11 - Other |
| 4 - Quality not as expected | 8 - Too Small | |

Please briefly explain any defects, incorrect orders, or any other comments:

Exchange Option A:

- Please place a new order for the items you wish to exchange
- Your Standard Rate shipping will be refunded when we process your return
- Please write the new exchange order number: _____

Exchange Option B

- We will ship your exchange request pending availability
- Please write the items you wish to exchange for below
- Equal or lesser value of returned items only

How would you like to be refunded? (Please Check one)

- Refund
- Store Credit

Exchange Request - Product Name	Size	Color