



Pamper & Protect Your Pet in Style.

Merchandise Return & Exchange Form

310.234.1021

EXCHANGES

If a wrong size is ordered or if the item didn't meet your expectations, we will happily exchange your purchase for you. Once we receive your package, we will send you an e-mail informing you of it's arrival and the credit amount that will be applied to your new order. We do not credit for shipping, as that is a third party (UPS) charge that is not within our means to reimburse. If the exchange is do to a product defect or if you were sent the wrong item, you will not be charged shipping for your replacement order; otherwise, a flat \$6 shipping and handling fee will apply for each clothing item returned for exchange. Heavier and/or bulky items will incur additional shipping fees.

RETURNS

At the PawChic Boutique, we are committed to offering the highest quality merchandise. If you are not satisfied with your purchase, we will accept your item back within 20 days from the purchase date and in its original condition for a full refund, less shipping costs. If it is beyond 20 days, we will accept your return (in its original condition) for a store credit (less shipping) at the current selling price up to 30 days from the purchase date. **Store credits are valid for one year from issue date.** Please note, it is up to the PawChic team to determine if a returned item has been used and if we will allow for a refund or credit. Because the health and safety of all our canine customers is vitally important, we can not allow any used items to be restocked.

Please note, we suggest that you insure your package for the full value of the merchandise using the delivery service of your choice. *We can not assume responsibility for lost packages.* [FYI: UPS automatically ensures packages up to \$100] Once we receive your package, we will promptly refund your credit card or apply your credit to your account (less shipping). An e-mail will be sent to you once your return has been processed.

GIFTS

A credit will be applied to the appropriate online account for gift returns. The same rules apply to gift returns as first party purchases.

In order to ensure proper credit and notification, please fill out the form in its entirety:

NAME _____
ADDRESS _____
CITY _____ STATE _____ ZIP _____ PHONE _____
E-MAIL _____ ORDER # _____ ORDER DATE _____

RETURN ONLY EXCHANGE ONLY RETURN + EXCHANGE

Return Code	Quantity	Product Description	Color	Size
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Return Codes:

- 01: Wrong item fit.
- 02: Defected. Please describe _____
- 03: Ordered wrong size.
- 04: Other. Please describe _____

EXCHANGE FOR THE FOLLOWING PLEASE:

Product Name	Product #	Quantity	Color	Size	Description
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

RETURN LABEL 

Please **ENCLOSE THIS FORM** and a **COPY OF YOUR RECEIPT** in the box with your returned item (in it's original condition & packaging/instructions), and mail to:

Thank you for choosing the PawChic Boutique. Please enjoy our "Doggie Tips" & "Animal Awareness" pages online, and let us know if you have any questions or further requests. We are here to help.

Many blessings,

Timilee Romolini ♥

Bugsy  Winston 

From:



**9190 W. Olympic Blvd.
#270
Beverly Hills, CA 90212**