

Return Policy

We hope you love what you ordered and that you are satisfied with all your **SM** purchases! But in case you are not, we'll send you a new size, color, or style, or store credit!

Please look over your order as soon as you get it in your hands. If you think that you've received a defective item, contact our customer service team within 3 business days of receipt of your order. If you were sent incorrect items or are missing items from your order, please contact our customer service team as soon as possible so we can get that mishap sorted out for you!

Here is a simple run-down of the rules and procedures for returns:

- ✓ Items can be returned for store credit only, issued in the form of a gift card sent via email. We cannot issue refunds.
- ✓ All returns must be received within 30 days* of the date that we ship out your order.
- ✓ Anything purchased with any form of personalization is a FINAL SALE and is not eligible for return.
- ✓ Anything purchased at a discounted price is a FINAL SALE and is not eligible for return.
- ✓ Returned items must remain un-washed and unworn.
- ✓ Include your return label and original receipt. (It helps us out if you circle the item(s) you wish to return.)
- ✓ Shipping is non-refundable, unless there was a mistake on our end.
- ✓ Please allow our team 5-7 business days to process your return once it is received at our warehouse.

You have up to 30 days to return any item according to the schedule below:

- 1) Send us an email with your return information. We will send a return label.
- 2) Affix the return label to your box.
- 3) Leave your package in any UPS store.

Please allow up to 2 weeks for us to receive and process your return. The customer is responsible for the shipping and handling of the returned item(s). Original shipping fees are non-refundable. For proof of delivery and for your records, please note the tracking number of your return package, if applicable.

If you need further assistance, please e-mail us at info@loboutique.net