EXCHANGE/REFUND FORM

R. Nicole Collection

Please complete this form and enclose with return.
If ship-to address is different than billing address, please indicate below.

ORDER #

NAME

ADDRESS

CITY

STATE ZIP

DAYTIME PHONE #

EMAIL

MERCHANDISE RETURN INSTRUCTIONS

New, defective, and unaltered merchandise may be returned within 90 days.

Our goal is to make a return or exchange as easy as possible.

- Complete this Exchange/Refund form to tell us HOW TO HANDLE your return.
- Indicate the items you would like to exchange in the REORDER section.
- Return the package using one of the two options below.

Option 1 - Print out this form by visiting the **Useful Resources** section of our website. If you are making an exchange, shipping is on us (you must adhere to the policy and process). Drop off the package at any authorized FedEx/DHL location.

Option 2 - Choose your own shipper. Use the return label on the top of the packing slip, and ship the package back through the shipper of your choice.

WHAT IS THE REASON FOR THE RETURN?

RETURN REASON CODES:
01: TOO LARGE
02: TOO SMALL
03: DO NOT LIKE STYLE
04: CHANGED MIND
05: ITEM NOT AS DESCRIBED
06: DAMAGED/DEFECTIVE
07: OTHER
08: DO NOT LIKE COLOR
09: NOT ITEM ORDERED
10: HEEL TOO HIGH
11: HEEL TOO LOW

ITEM NAME	QTY	SIZE	COLOR	REASON CODE	DESCRIPTION	PRICE	COMMENTS

HOW SHOULD WE HANDLE THE RETURN/REFUND?

☐ Merchandise Exchange (please reorder below) ☐ Return (refund/credit in form of original payment) ☐ Gift Certificate ☐ Gift Return (see below)

Note: Refunds on orders will **ONLY** be in the form of store credit.

REORDER HERE ▼

ITEM NAME	QTY	DESCRIPTION	SIZE	LOWER HEEL	HIGHER HEEL	COMFORT	COLOR	ALTERNATE COLOR	PRICE	IF ITEM SOLD OUT, ALTERNATE EXCHANGE ITEM

HOW SHOULD WE HANDLE THE GIFT RETURN?

☐ Exchange ☐ Gift Certificate

To whom should we send this?

NAME

ADDRESS

CITY STATE ZIP

COUNTRY

METHOD OF PAYMENT

☐ Charge (circle one)
Visa
Mastercard
Discover
Amex

☐ Gift Card

CREDIT CARD/GIFT CARD NUMBER

EXPIRATION DATE

CARDHOLDER'S SIGNATURE