

sisters

.TSB

Return Policy

We hope you LOVE everything you have purchased, but we do understand that there are times that you may need to return or exchange an item. Please refer to our policy below.

Warning* if an item is sent to us without this form, it is not eligible for return

RETURNS:

- ★ Returned items will be accepted for an exchange (IF AVAILABLE) or store credit **ONLY**. *We do not refund the original payment method.*
- ★ **All items returned/exchanged must meet the following criteria in order to be eligible:**
 - The item must be returned in its original packaging, unworn & free of any signs of wear or use. This includes any stains, pet hairs, smells, & defects.
 - Shoes must be returned in the original box & damage free.
 - Returns must be sent back to us within 10 calendar days of delivery; the customer is responsible for return shipping costs.
 - Please email our customer service team at teamsisterscs@gmail.com with proof of tracking along with your order number + item being returned.
- ★ **THE FOLLOWING ITEMS ARE CONSIDERED FINAL SALE & DO NOT QUALIFY FOR RETURN:**
 - **Items ordered using ANY discount code; Items marked "SALE" or "FINAL SALE"**
 - **Jewelry, intimate apparel such as bralettes, leggings or bodysuits and any items that fall under the handbag category ie: purses, wallets, cc holders, O-rings, etc.**
 - All custom items such as any upcycled LV and GG items.
- ★ Although we try to accurately photograph each item, items may slightly vary in color due to lighting, various device screens & resolutions. Items with a slight variance will not be considered for return.
- ★ Exchanges can only be offered if the item is still in stock, otherwise to be credited. (To ensure your item is in stock - you **MUST** contact customer service prior to sending your exchange)
- ★ Please allow up to 7 business days for a return to process once an item has been delivered to us.
- ★ **If any items do not meet these standards your item(s) will be returned to you at your cost. If not paid within 7 days items will be donated and no credits will be added to your account. We will attempt to contact you 1 time before donations take place.**
- ★ If a customer is flagged under the terms of excessive returns per month, they will be charged a 20% restock fee, and only allowed 2 returns per month.

DAMAGED/DEFECTIVE ITEMS

- ★ If you have received a defective item, please contact our customer service at teamsisterscs@gmail.com within 5 days of delivery.
 - Please include your name, order number, and a photo of the damage to begin your claim.
 - If you contact us outside of the 5 day window, your item will not qualify for replacement or return.

- ★ A return label will be provided by a customer service rep only in the event of a damaged or defective item. This label will expire within 5 days & claim will be voided upon expiration.

THIRD PARTY INSTALLMENTS

- ★ The customer is responsible for paying out the installment plan balance even when a store credit or E-Gift card is applied to the customer's account. We do not offer reimbursements to the original payment method. (ie: Sezzle, ShopPay, Afterpay, Klarn, and Affirm)

CANCELLATIONS

- ★ Orders may not be modified or canceled after checkout. For more details about our shipping & handling process, please refer to our shipping policy here.

DROPSHIP: ALL Dropship & Takeover Orders are FINAL SALE and NON RETURNABLE (a.k.a 3rd Party Vendors) We LOVE to be able to bring in a variety of options from styles & prints to shapes and sizes! We have partnered with several designers and clothing brands to bring our audience what they want! In order for our small business to ensure the best quality control on management and operations, we have deemed these items as FINAL. It is our mission to keep bringing you the best. We hope you enjoy your shopping experience and continue to LOVE and enjoy the fashion opportunity at TSB!

To ensure the quickest processing time of your return, please fill out the form to the best of your ability & include in your packaging.

Name: _____ Order Number: _____

Have you got to chat with customer service about this return? Yes_____ No_____

Product Name (as labeled)	QTY:	Reason For Return:

By signing this form, you are hereby acknowledging our rules and regulations and agree to all terms & conditions

CUSTOMER NAME: _____ CUSTOMER SIGNATURE: _____

DATE: _____

RETURN MAILING ADDRESS:

THE SISTER'S BOUTIQUE P.O BOX 398 LAVON, TX 75166

