



Customer Return/Exchange Form

DATE	
ORDER #	
BILL TO NAME	
EMAIL	
DAYTIME PHONE #	

RETURNS:

ITEM	DESCRIPTION	COLOR	SIZE	QTY	PRICE	RETURN REASON
					\$	

Return Reason Details:

REPLACE/EXCHANGE WITH:

ITEM	DESCRIPTION	COLOR	SIZE	QTY	PRICE
					\$

REPLACEMENT/EXCHANGE TOTAL

RETURNS TOTAL

TOTAL
(does not include tax)

PAYMENT (if exchange value is greater than original item, please charge my card as follows):

NAME ON CARD _____

MC/VISA _____ EXP. DATE _____

American Express _____ EXP. DATE _____

BILL TO (if different from original order)

SHIP TO

NAME _____ NAME _____

ADDRESS _____ ADDRESS _____

CITY _____ STATE ____ ZIP _____ CITY _____ STATE ____ ZIP

Be sure to include this form in the pack age you send back to us.

Please mail your return pack age to: **Ellecante Returns**
701 Orange Ave.
Los Altos, CA 94022



RETURNS/EXCHANGES

GENERAL RETURN POLICY

We will gladly accept returns and exchanges within 30 days of receipt of the item, if you are not fully satisfied with your purchase. Only items in perfect condition that have not been worn, altered, or washed and still have all the original tags and packaging will be accepted. Any damages must be reported within 30 days of purchase for a refund and/or replacement. You are responsible for the cost of return shipping. The original shipping and handling charges on returned merchandise are non-refundable (ONLY applies to merchandise shipped with Express services). We do not accept any returns after 30 days.

SALE ITEM RETURN POLICY

We will accept returns for exchange or store credit ONLY. No refunds to your card will be made on sale items.

ITEMS PURCHASED WITH DISCOUNT CODES

Items purchased using discount codes are not considered sale items. Discount codes cannot be applied to sale items. General Return Policy applies to items purchased with discount codes.

RETURN INSTRUCTIONS:

Enclosed in your package, please find our Returns and Exchanges Instructions, or email to service@ellecante.com, if you would like us to guide you through the return process.

1. Complete the Return Form.

Download a copy of the Return and Exchanges Form from www.ellecante.com > Policies > Returns/Exchanges. Complete the form by filling in all the required information.

2. For exchanges only.

Please fill in the section for new items you'd like shipped to you. Please update your address if you need your new order shipped to an alternate address. Include payment information for new items of greater value.

3. Package your return.

The Return Form must be included in your return package in order to receive proper credit. Use the original packaging when possible and completely remove or cover the original shipping label. When the original packaging can't be used, please use a quality bag or carton.

4. Mail your return.

Please mail your return package to:

Ellecante Returns
701 Orange Avenue
Los Altos, CA 94022

Note: For your protection, we recommend you return all items via a traceable carrier such as UPS, FedEx or USPS Registered Mail™, insured for the total value of the contents. We are not responsible for packages not received if a tracking number is not provided.

REFUNDS

Credit refunds are made after we receive and process your return. Please allow 2 to 3 weeks to refund your credit card upon receipt. We'll notify you of your refund once we've received, inspected, and processed the returned item.

THANK YOU!