

## RETURN POLICY

Last updated August 14th, 2022

### IN-STORE PICK UP RETURNS

The Boutique at Rustique Relics clothing must be returned for store credit or exchange. within two (2) days from the pick-up date. All clothing items must be in new and unused condition, with all original tags and labels attached.

### IN-STORE PICK UP RETURN PROCESS

To return an in-store pick up please bring the item along with a copy of your order confirmation. Without the order confirmation we will not be able to process your return.

### IN-STORE PICK UP REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return. All refunds will be issued in store credit or exchange for the same type of item (i.e. t-shirt for t-shirt).

### EXCEPTIONS

See Exceptions and notes below.

### MAIL ORDER RETURNS

The Boutique at Rustique Relics clothing items can be returned within 14 calendar days of receiving the item, items can be returned for exchange or store credit. You will be responsible for all return shipping except for mistakes we have made. All returned items must be in new and unused condition, with all original tags and labels attached. If the return is due to a mistake that we made we will ship the correct item if available and provide return shipping for the original. If the correct item is not available, we will send return shipping and packaging alongside a onetime use coupon code for instore use. Please follow the RMA procedure below to process returns. For other items please see below

### MAIL ORDER RETURN PROCESS

To return an item, please email customer service at [admin@rustiquerelics.com](mailto:admin@rustiquerelics.com) to obtain a Return Merchandise Authorization (RMA) number. After receiving a RMA number, place the item securely in its original packaging, and mail your return to the following address:

Rustique Relics LLC

Attn: Returns

706 2nd Avenue North

Clanton, AL 35045

**Please note, you will be responsible for all return shipping charges if the return was not due to an error we made during shipping.** We strongly recommend that you use a trackable method to mail your return, such as USPS Priority Mail.

### MAIL ORDER STORE CREDIT

After receiving your return and inspecting the condition of your item, we will process your return. Please allow at least three (3) days from the receipt of your item to process your return. All store credit will be provided via one time use coupon codes or for immediate exchange, if exchange is possible. We do not offer refunds, unless it is due to negligence on our part.

### EXCEPTIONS

The following items cannot be returned:

- Antiques
- Vintage Items
- Collectibles
- Gift Cards
- Items Specifically Noted as Non-Refundable
- Sale items are FINAL SALE and cannot be returned.
- Clothing without labels cannot be returned
- Worn or washed clothing cannot be returned
- Bralettes
- Body Suits
- Jewelry
- Seasonal/Holiday Items

For damaged products, please contact us at the contact details below to discuss next steps.

**Please be aware we are not responsible for Lost or Damaged Items that occur during shipping.**

If your purchase was lost or damaged during shipping you must file a claim with the USPS. We will do whatever we can to help you with the insurance claim.

### QUESTIONS

If you have any questions concerning our return policy, please contact us at: [admin@rustiquerelics.com](mailto:admin@rustiquerelics.com)