



## COMPLETE THIS FORM & INCLUDE WITH YOUR RETURN

### RETURN POLICY

Review our full return policy online at [www.sheenz.com](http://www.sheenz.com)

- Returns with Sheenz are simple and easy! Fill up this return form and simply email us at [hello@sheenz.com](mailto:hello@sheenz.com) to begin the return process. Once approved, you can send us the packet back. Make sure to fill out the return form and include it with your return. All returns must reach us within 14 calendar days of the delivery date. Pls keep your delivery receipt/invoice handy. The apparel should be in a resalable condition with its tags intact. It should not be used, damaged or washed.
- Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed in form of store credit.
- Please note that shipping and handling charges are not reimbursed. Return shipping costs are currently not reimbursed by Sheenz. All returned merchandise is for store credit only and USD \$8 will be deducted from your store credit for shipping. In case you were eligible for free shipping in the original purchase, USD \$10 will be deducted from your store credit. A product exchanged once cannot be returned.
- Only regular priced items may be refunded, unfortunately, sale items cannot be refunded.

### DEFECTIVE ITEMS (Non-Returnable, No Exceptions)

- If you believe you have received an incorrect item or an item with a manufacturer defect we must be notified within 2 calendar days of receiving the order at [hello@sheenz.com](mailto:hello@sheenz.com) or it cannot be returned - No Exceptions. A photo of the incorrect item/manufacturer defect must be included in your email.
- Once we've reviewed the photos and it has been determined that the item is defective, we will give a go ahead for you to send the item(s) back and will ship out the correct/new item(s) once we receive your return, inspect it and approve the damage.
- If the item is not in the same condition as it was when it left our warehouse it will not be accepted. We will not accept any items that have been ripped/torn/come apart at the seam when trying an item on or holes made to items when opening packages with scissors - this is not a manufacturer defect.

### FINAL SALE ITEMS (Non-Returnable, No Exceptions)

- Merchandise listed in the Clearance section of our website is Final Sale, is sold "as is" and may not be returned or exchanged and is not eligible for price adjustment. Merchandise ending in \$.49 indicates that it is a final sale item.

### EXCHANGE POLICY

- We have an easy 14 calendar day exchange policy, and the exchange window starts from the day your package was delivered. Fill up this return form and simply email us at [hello@sheenz.com](mailto:hello@sheenz.com) to begin the return process. Once approved, you can send us the packet back. Make sure to fill out the return form and include it with your return. All returns must reach us within 14 calendar days of the delivery date. Pls keep your delivery receipt/invoice handy. The apparel should be in a resalable condition with its tags intact. It should not be used, damaged or washed.
- Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your exchange. If you are approved, then your exchange will be initiated.
- Please note that shipping and handling charges are not reimbursed. Return shipping costs are currently not reimbursed by Sheenz.
- Exchanges are accepted for the following reasons:
  - The size didn't work for you
  - You want a different colour
  - You want a different design
- We only allow exchanges on items that are new and have not been used, worn or washed. A product that has been exchanged once cannot be exchanged again.
- Only regular priced items may be refunded, unfortunately, sale items cannot be refunded.

### RETURNS SHOULD BE SENT TO:

**Sheenz**  
**c/o Asha International**  
19705A 65 Cres  
#2C Fresh Meadows  
New York 11365

### RETURNS PROCESSING TIME

All returns are typically processed and online store credit applied within 72 hours of our receipt (excluding weekends & holidays). We will notify you via email to the address listed on your account that is associated with this order.

### HAVE ANY QUESTIONS?

If you have any questions, concerns or feedback please feel free to contact us by email at [hello@sheenz.com](mailto:hello@sheenz.com). If you'd prefer to speak with someone, please WhatsApp us or give us a call at (516) 502-3710 between the hours of 10:30- 5:00 EST, Monday-Friday.



Name: \_\_\_\_\_

Order Number: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Product Name	Qty	Size	Price	Return Code

PLEASE SELECT A RETURN CODE TO HELP US IMPROVE OUR SERVICE TO YOU

FIT	QUALITY/SERVICE	OTHER
11 – Too Large 12 – Too Small 13 – Too Long 14 – Too Short 15 – Overall Fit	21 – Damaged/Defective 22 – Wrong Item Shipped 23 – Wrong Size Shipped 24 – Not As Expected	31 – Changed Mind 32 – Did Not Like Color/Style 33 – Did Not Like Fabric 34 - Other