



## **CALI STORE VN @ Returns, Refund & Exchanges Policies**

### ***RETURNS & EXCHANGES***

#### ***WHAT IS YOUR RETURN POLICY?***

*We guarantee our merchandise to be free of manufacturing defects and will accept any defective item for refund or exchange if an original sales receipt accompanies the return. Un-washed, unworn, unused or defective merchandise accompanied by an original sales receipt may be returned within 21 days of the date of purchase for a full refund in the original form of payment.*

- ◆ Merchandise purchased from other retailers, department stores or specialty stores must be returned to the store from which it was originally purchased, and is subject to the return policy of the originating retailer.*
- ◆ Full-price and sale merchandise can be returned for a full refund or exchanged via mail or at a CALI STORE VN Affiliates Partners full price retail location within 21 days of the delivery date and must be accompanied by an original receipt.*
- ◆ Items purchased online at CALI STORE VN, but returned past the time frame outlined above may be exchanged or may receive a CALI STORE VN Gift Card for the amount of the purchased price.*
- ◆ Items purchased in store, but returned past the time frame outlined above may be exchanged or may receive a CALI STORE VN Gift Card for the amount of the purchased price.*
- ◆ Final-sale merchandise cannot be exchanged or returned at any time.*
- ◆ Outlet-store merchandise can only be exchanged at a CALI STORE VN Affiliates Partners Outlet Store location within 21 days of purchase date and must be accompanied by an original receipt.*
- ◆ CALI STORE VN Gift Cards and E-Gift Cards are non-returnable and cannot be redeemed for cash.*

***PLEASE NOTE:*** *No returns or exchanges will be accepted on Swimwear, Intimates, and Fragrance. All footwear must be returned with original packaging in original condition. Merchandise marked as FINAL sale cannot be returned or exchanged. CALI STORE VN reserves the right to refuse the return of any merchandise that does not meet the above requirements.*

## **HERE ARE TWO WAYS TO RETURN YOUR ITEM(S)**

- ◆ *CALI STORE VN Returns by Mail*
  - ◆ *Returns are complimentary but you must email [Calistorevn18@gmail.com](mailto:Calistorevn18@gmail.com) to retrieve an RA (Return Authorization) number or call Customer Service at 1-855-880-8866*
  - ◆ *Package your return item in the manufacturer's product box and CALI STORE VN packaging (if available). Otherwise, pack your return in a well-padded envelope or box to prevent damage in transit.*
  - ◆ *Mail your return via FedEx using the pre-paid Merchandise Return Label.*
  - ◆ *You should ship your return/exchange with a carrier who will provide your package with a tracking number to ensure that your package does not get lost. Packages must be returned prepaid. We do not accept COD.*
  - ◆ *You will receive an email confirmation when your return is processed. The email contains the details of your return shipment as well as information about your refund. Please note that returns can take up to 30 days.*
- CALI STORE VN Returns CALI STORE VN location or its Affiliates Partners Full Price Store Locations*
- ◆ *Return your online or in-store purchased item(s) to a CALI STORE VN Affiliates Partners retail store.*
  - ◆ *Please bring your receipt, as well as the credit card you used to place your order. \_*
  - ◆ *You will either receive a store credit or a refund in the form of original payment.*

## **GIFT RETURNS & EXCHANGES**

*Merchandise received as a gift that was purchased on CALI STORE VN may be returned for a full refund to the original form of payment. You may also exchange merchandise for a CALI STORE VN Gift Card provided that we have proof of purchase. Please contact Customer Care at 1-855-880-8866 Monday – Friday, between 9 AM and 6 PM ET to set up the gift return under your account.*

## **REFUNDS & CREDITS**

### **HOW ARE CREDITS HANDLED?**

*Any funds charged to a credit card will be automatically credited to the same card. Returned and exchanged items must be returned new and unused with all original garment tags still attached.*

### **WHEN WILL MY CREDIT CARD BE REFUNDED?**

*Once your package has been received, your refund or exchange will be processed within 3-5 business days. If there is a refund due, a credit will be issued in the original form of payment. \_*

*The credit may not show up until your credit card's next monthly billing cycle.*

*You will be notified via e-mail when this transaction has taken place. Please note that your banking institution may require additional days to process and post this transaction to your account once they have received the information from us.*

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