

THANKS FOR YOUR PURCHASE! WE HOPE YOU LOVE IT, BUT WE KNOW SOMETIMES THINGS DON'T WORK OUT...



PROCESSING:

- Please allow 30 days for returns/exchanges to be processed.
- All refunds will be issued to the original form of payment.
- If you'd like to exchange your item(s), please indicate what you're looking for instead below. Our customer service team may still need to reach out to you to confirm item availability, ship method and credit/payment method.

WITH VINEYARD VINES RECEIPT:

- Full refund or merchandise credit within 60 days of purchase.
- Full merchandise credit after 60 days.
- Final sale items are not eligible for return or exchange.
- Gift Cards are not eligible for refund.

WITHOUT VINEYARD VINES RECEIPT:

- Merchandise credit for last retail value.

SHIPPING:

- Original shipping charges are not eligible for refund on returns or orders that were shipped correctly.
- Return shipping is FREE when you use the enclosed pre-paid return shipping label within 14 days of purchase.
- When using the enclosed return shipping label after 14 days from purchase, there is a \$6.95 shipping & handling fee.
- Return shipping on an exchange is always free!

PRICE ADJUSTMENTS:

- vineyard vines will honor a one-time price adjustment within 10 days of purchase with receipt.

RETURN & EXCHANGE FORM – PLEASE INCLUDE WITH YOUR RETURN SHIPMENT!

STEP 1: TELL US ABOUT YOURSELF!

NAME: _____

EMAIL: _____

PHONE: _____

STEP 2: WAS THIS A GIFT?

YES

NO

STEP 3: IF IT WAS A GIFT, HOW SHOULD WE CREDIT YOU?

GIFT CARD

EXCHANGE (PLEASE FILL OUT SECTIONS 4 & 5 BELOW)

CALL ME

STEP 4: WHAT ARE YOU SENDING BACK?

ITEM#	DESCRIPTION	COLOR	SIZE	QTY	REASON

TELL US WHY
A IT'S TOO SMALL
B IT'S TOO LARGE
C I CHANGED MY MIND
D IT'S NOT WHAT I EXPECTED
E I ORDERED MORE THAN ONE
F IT'S DAMAGED OR DEFECTIVE

STEP 5: CAN WE SEND YOU SOMETHING ELSE INSTEAD? YES (LIST BELOW)

ITEM#	DESCRIPTION	COLOR	SIZE	DIM	QTY