



Toll Free: 1-855-432-1933

customercare@foreveryourslingerie.ca

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## ONLINE MERCHANDISE RETURN POLICY

### **MERCHANDISE ELIGIBLE FOR RETURN OR EXCHANGE**

- All merchandise being returned, must be in its original, unworn, and unscented condition, with all of the tags still attached.
- Merchandise purchased online may be returned for a full refund (less shipping charges), within 30 days of the order ship date.
- Merchandise purchased online may be returned for an exchange (less shipping charges), within 60 days of the order ship date.
- Merchandise that contains a manufacturer's defect is eligible for return or exchange, within 90 days of the order ship date. Manufacturer's defects do NOT include damage to a garment caused after the customer has used washing or drying techniques not recommended by FYL.

### **MERCHANDISE INELIGIBLE FOR RETURN OR EXCHANGE**

- Due to Health Regulations, and for hygiene and fit reasons, the following types of merchandise are a FINAL SALE, and are not eligible for return or exchange, even if the package is unopened:
  - Panties or lingerie that comes with a panty
  - One Piece Swimwear, Swimwear Bottoms, or Swim Sets (Swimwear Tops are eligible for return or exchange)
  - Adhesive Products (stick-on bras, nipple covers, pasties, body tape etc.)
  - Corsets with plastic or steel boning that has been warped, bent, misshapen or visibly worn
  - Anything with an inseam (crotch)
- Merchandise that is on clearance (discounted 50% or more off the original price) is a FINAL SALE, and is not eligible for return or exchange, even if the package is unopened, or the item is unworn.
- Merchandise with underwire or boning (ie. underwire bras, corsets, etc), which has been put through the washing machine or the dryer, is not eligible for return or exchange (this includes merchandise that has been

washed in a wash bag or on the delicate cycle). If damage to the garment results from improper washing, any return or exchange eligibility is void.

- Merchandise with the manufacturer's tags (the tags sewn into the garment) removed are not eligible for return or exchange.
- Merchandise that is washed or worn in any way is not eligible for return or exchange. This includes garments that contain body odor, smoke smell, pet hair, or makeup or deodorant stains. When trying on garments for size and fit, please take care to ensure you are not altering the original, unworn condition of the merchandise.

## EXCHANGES

- Instructions for Exchanges
  - **Step 1:** Ensure the 60-day exchange time frame has not expired, and ensure your merchandise is eligible for exchange, in accordance with our online merchandise return policy.
  - **Step 2:** Contact us at **1-855-432-1933** or **customercare@foreveryourslingerie.ca** to request a return authorization number for your returning merchandise, and ensure we have the items you would like to exchange for, in stock and placed on hold for you.
  - **Step 3:** Follow **steps 3-4** the same as you would for a return. These steps are present on the return/exchange form enclosed with your order. If you require a new return/exchange form please contact us at **1-855-432-1922** or **customercare@foreveryourslingerie.ca**
- Merchandise being returned after the 30-day return time frame, but within the 60-day exchange time frame, will be granted an online store credit, in the form of a unique coupon code.
- All exchanges will be treated as a refund, and you will be required to place a second order for the items you wish to exchange your returning merchandise for. This is with the exception of the Forever Yours Lingerie Size Exchange Offer, and merchandise being returned past the 30-day return time frame.
- Forever Yours Lingerie Sizes Exchange Offer
  - If you wish to exchange an item for another size, in the same style and colour, simply follow our exchange procedures for the returning item, and Forever Yours Lingerie will ship the new size to you at no additional cost!
  - Shipping the returning item TO Forever Yours Lingerie is at the customer's expense. If you have ordered multiple items that require exchanging, please ship all items together in one package.
  - Forever Yours Lingerie Ltd. will only pay to ship a new size of the same style and colour, one time per order. In the case where a customer requests a second exchange, a standard shipping fee will be charged for the second exchange shipment.
  - Please note that all exchanges are subject to product availability, and will be processed within 2 business days of receipt at Forever Yours Lingerie, when possible.

## RETURNING/EXCHANGING MERCHANDISE IN-STORE

- For our local online shoppers, merchandise purchased online may be returned or exchanged in-store at our Langley location. To do so, first review our online merchandise return policy to ensure your merchandise is eligible for return or exchange. If the returning merchandise is in accordance with Forever Yours Lingerie's online merchandise return policy, you may bring the merchandise you are returning, *accompanied by your original order receipt*, to our boutique location at **20460 Fraser Highway, Langley B.C.** If you purchased merchandise online and are returning it in-store, you are not required to obtain a return authorization number from Forever Yours Lingerie; however, doing so may expedite the in-store return process. To obtain a return authorization number, please contact us at **1-855-432-1933** or **customercare@foreveryourslingerie.ca**

All refunds will be made in the same method of payment used at the time of original purchase.

## **DETAILS FOR ONLINE RETURNS & EXCHANGES**

- All mailed-in returning merchandise **must** contain a completed return/exchange form enclosed in the package, and a copy of your original order receipt. The return/exchange form and a second copy of your original order receipt will be enclosed with your original order. If you require either of these documents to be resent, you may contact us at **customercare@foreveryourslingerie.ca**
- All returning merchandise **must** have a Return Authorization Number issued. This number can be obtained by contacting Forever Yours Lingerie at **1-855-432-1933** or emailing [customercare@foreveryourslingerie.ca](mailto:customercare@foreveryourslingerie.ca). The return authorization number must be clearly marked in the space provided on the return/exchange form, and on the outside of the return package.
- Please ensure that the returning merchandise is shipped back to us in a secure mailing package - either in the package it originally came in, or something similar. It is highly recommended that you use an insured carrier to send the returning merchandise to Forever Yours Lingerie, as Forever Yours Lingerie cannot be held liable for merchandise that is lost, stolen, or damaged in return transit.
- All refunds will be made in the same form of payment used for original purchase, with the exception of merchandise being returned after the 30-day time frame has expired. This merchandise will be granted an online store credit, if returned within 60 days of the order ship date.
- We **DO NOT** offer price adjustments on previously purchased merchandise, in-store or online.
- Returns on holiday gift purchases (purchased as a gift for someone else, from November 15 – December 31) will be accepted until January 30<sup>th</sup> of the new year (30 days after December 31<sup>st</sup> of the preceding year). Exchanges or credit notes for holiday gift purchases will be offered until the last day of February, of the New Year (60 days from December 31<sup>st</sup> of the preceding year).
- You can check the status of your return by calling us at **1-855-432-1933** or e-mailing us at **customercare@foreveryourslingerie.ca**
- Forever Yours Lingerie Ltd. normally processes refunds within 1-3 business days of receiving the returning merchandise at our store. Please allow up to 2 billing cycles for your credit card company to post credit card refunds to your account statement.

**\*\*Forever Yours Lingerie limits returns and exchanges up to \$600 or up to 6 items, whichever is reached first, per customer per year (excluding size exchanges).\*\***

**\*\*Unworn bridal undergarments (bustiers/strapless bras) must be returned or exchanged within 15 days of the ship date. Thank you for your understanding.\*\***