

Her Universe

EXCHANGES & RETURNS

We hope you love what you've ordered, but if there's an issue or you're not 100% satisfied, we're happy to make an exchange or return for you within 30 days of purchase*. Items must be in their original condition with their original tags attached. Some merchandise can't be returned, like Final Sale and Clearance items, so please read our entire return policy at Heruniverse.com/Returns.

Purchases made through PayPal can only be exchanged or returned by mail. Her Universe is not responsible for lost or damaged packages.

BY MAIL EXCHANGE (SHIPS FREE!)

Call us at 855.484.6853 and we'll quickly place an exchange order for you.

RETURN

You can also return an item by shipping it back to us, at your expense. Your package contains a copy of the packing slip, this return form, and a pre-authorized return shipping label. Once we receive your item, we'll issue you a full refund minus the \$6 return shipping fee.

PREPARE YOUR PACKAGE

- 1—Include a copy of the packing slip and circle the items you are returning
- 2—Identify the reason for return on the return card and include this in the return package
- 3—Place items back in the box or bag you received the product in, remove or cover the old shipping label
- 4—Seal the package and apply the new return shipping label provided. Drop off package at your local UPS store
- 5—Write down tracking number for the new return shipping label or take a picture of it for your reference

*Does not include international, HI, AK & PR orders.

QUESTIONS?
Return/Exchange Policy: Heruniverse.com/Returns
Email us: returnexchange@heruniverse.com
Call us at 855.484.6853
Mon-Fri: 6AM - 7PM Pacific Time
Sat: 7AM - 7PM Pacific Time
Sun: 7AM - 6PM Pacific Time
International Customers: +1.626.603.3182

NAME ORDER#

SKU	ITEM DESCRIPTION	QTY	REASON CODE
<input style="width: 100%; height: 25px;" type="text"/>	<input style="width: 100%; height: 25px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>
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REASON CODES:

- | | | | |
|-----------------------------|------------------------|--------------------------------|----------------------------|
| 1 - Too small | 4 - Defective | 7 - Tagged incorrectly | 10 - Damaged shipping |
| 2 - Too big | 5 - Ordered wrong item | 8 - Already purchased at store | 11 - Security tag attached |
| 3 - Quality not as expected | 6 - Did not order item | 9 - Received duplicate order | 12 - Other |