



## RETURN FORM

A Return Authorization Number (RA#) must be obtained from customer service for all returns. Contact customer service at **(888) 432-4175** or email us at **customercare@edhardyshop.com**

Hours of operations: Monday – Thursday 9AM – 4PM PST & Friday 9AM – 3PM PST (excludes holidays)

### **SHIPPING AND RETURNS POLICY**

Unwashed, unworn, or defective merchandise may be returned within fourteen days from the date merchandise was received. Item(s) must be returned in condition received or merchandise will be returned to sender.

All sales final on intimate apparel and sale item(s).

Refunds will be credited to original credit card only. Shipping is not refundable.

To contact customer service for questions or to obtain RA#, please call (888) 432-4175 or email us at [customercare@edhardyshop.com](mailto:customercare@edhardyshop.com)

Unfortunately, we do not offer exchanges as we cannot guarantee availability of item at time of process

### **GUIDELINE**

1. A Return Authorization Number (RA#) must be obtained from customer service to receive a refund. To ensure prompt delivery, RA# must be written on the outside of the packaging.
2. Include packing slip and return form.
3. On the packing slip, circle the item(s) being returned. Please indicate reason for return.
4. Pack merchandise securely. If you do not have the original packing slip, please include the following information with your return: bill-to name, address and phone number; ship-to name, address and phone number; order number; reason for return.
5. Send return to following address:

#### **ONLINE WEB DEPARTMENT**

8680 Hayden Place  
Culver City, CA 90232

All returns are recommended to be sent via a traceable carrier such as USPS, UPS or FedEx. Ed Hardy is not responsible for packages not received if sent via a non-traceable carrier. Returns must be shipped prepaid. We do not accept C.O.D deliveries.

Returns may take one to two weeks to process and at least one billing cycle for the credit to appear on your credit card statement.

For a prompt refund, enclose this form with the item(s) you're returning.

