

Return/Exchange Information

Apparel and Shoe items:

If, for any reason, you are not satisfied with your online purchase, we will accept returns and exchanges of unworn, unwashed merchandise within 90 days of purchase.*

1. Please complete the return/exchange form, indicating how you would like us to handle your return.
2. Enclose the return form with the merchandise.
3. Use the UPS prepaid return label and bring the package to your nearest UPS shipper/drop off location.

We will ship your replacement item(s) within the continental U.S. at no extra charge.

All returned merchandise will be charged a \$7.50 return processing fee, which will be deducted from your merchandise credit or refund. We will waive the return processing fee for item(s) returned within 90 days for the following reasons:

- Damaged/defective merchandise
- Exchange orders

Shipping and handling charges are non-refundable, unless an error occurred on our part while shipping your order. Refunds for returned items will be issued in the original form of payment.

Additional information and exceptions:

- Custom suiting (offered in-store) and custom dress shirts cannot be returned for a full refund or exchange.
- Returned products must be in new condition and in the original packaging. We are unable to accept returns of assembled merchandise.
- You are responsible for the return shipping charges for Home & Living items.
- For Home & Living items, shipment damage claims must be filed with the carrier within 48 hours of receipt, in the original packaging.
- Most furniture and bicycle returns will be charged a restocking fee and deducted from your refund.
- Some furniture and bicycle items may require pickup by either UPS or a trucking company.
- If you would like to return a furniture item, please contact customer service and we will help arrange the shipment of the item back to us or directly to the manufacturer.
- For reasons due to consumer protection and health codes, certain personal care products are not able to be returned if they have been opened. If none of the security seals have been broken, the item may be returned.

International shipments:

We cannot offer merchandise exchanges on orders shipped internationally.

International orders must be returned via **Borderfree** and must be authorized using a Return Merchandise Authorization form. Please contact Customer Service to process this form and to receive shipment documentation. Refunds on international orders include duties, taxes and tariffs when sent with this form. **Borderfree** will credit your account upon receipt of the merchandise at the international hub.

Returns sent without the appropriate documentation may not be refunded the full amount. Unfortunately, we cannot refund your original domestic and international shipping charges. We cannot refund duties, taxes and tariffs if an item is returned directly to one of our retail stores. We cannot offer free returns on international orders.

**Some items must be returned within 30 days of package receipt. (see products for details.)*