

RodeoDriveResale.com
Exchange/Store-Credit Form

Our Policy as Indicated on www.RodeoDriveResale.com

- All RodeoDriveResale.com purchases are backed by a 7-day exchange or store-credit policy. Any item may be exchanged for another or for a store credit which is valid for 1-year and may be used both in store and online.
- Layaway items and sale items are FINAL sales.
- All items must be in the original condition it was shipped in.
- All tags, authenticity cards, receipts and paperwork must be included and the items must not have been used, worn, damaged or altered in any way.
- Store credit issued are for the items returned less any shipping/handling charges
- Exchanges are charged a new shipping fee

RETURNED ITEMS MUST BE POSTMARKED NO LATER THAN 7 DAYS FROM RECEIPT

Directions: (please follow the directions below to avoid any delay or problems processing your credit/exchange)

- 1) Call (818-224-2411 or email us at customerservice@rodeodriveresale.com for a Returns Authorization Number. Packages received without a correct Authorization (RA#) will be refused. Include in your Email: Order #, item # you are sending back, your name, email address, phone number, mailing address, etc.
- 2) If you have any items you are interested in exchanging for please notify the customer service rep. when calling and note it on your order below.
- 3) Fill out this form and include it inside your return package.
- 4) Pack up the items you wish to exchange and mail them to the address below. Remember to put your RA# above OUR address or your package will be refused.
- 5) Make sure you have purchased shipping insurance for your return. Lost packages are not our responsibility.

Fill out this form and mail it back with your items: Incomplete forms may cause a delay in processing

NAME: _____ Email: _____
ADDRESS: _____ CITY: _____ STATE: _____
ZIP: _____
RA# _____ Order # _____ Customer Service Rep _____

Please check off what you would like us to do:

_____ Issue a online/store credit _____ exchange for the items I've indicated below

Please choose the reason(s) you are sending your item back to us:

_____ I didn't like it _____ It doesn't fit _____ This is the wrong item
_____ The measurements are listed incorrectly _____ The condition is not as described online
_____ Other (please list below)

Please list any notes or the item #'s you are requesting for exchange:

Address and mail your package as indicated below:

Rodeo Drive Resale, LLC
RA# (Enter the # you received from customer service)
6520 Platt Avenue Box # 646
West Hills, California 91307

**YOU WILL RECEIVE EMAIL CONFIRMATION
WHEN YOUR PACKAGE IS PROCESSED**