

RETURN & EXCHANGE FORM

EMAIL: info@mydolcessa.com

PHONE: 702.437.3733 | 9am - 5pm PST (Monday -Friday)

POLICY: All garments must be in their original condition, with tags attached, and sanitary protection in place. Garments that have been worn, soiled, laundered, or altered in any way will not be accepted. If we receive such non-qualifying items, we will simply return them to you via ground shipping. Be sure to understand the above criteria prior to sending your package to us; there are no exceptions.

dolcessa
s w i m w e a r

FREE PRE-PAID EXCHANGES (US ONLY)	RETURNS
Exchanges are FREE AND PRE-PAID for orders shipped to the US. Your exchange will ship using Ground shipping. > We offer a 10 day window from delivery date for exchanges > Email us exchange details and we'll reply with a pre-paid shipping label. If exchange value > return, we'll correspond to arrange payment > Affix the shipping label to the return package and drop in your mailbox or with any authorized USPS facility. Complete form below and include. > We will email you when return is received and provide new tracking > This is a one time allowance for any new purchase	Return and original shipping charges are the responsibility of the customer > We offer a 10 day window from delivery date for returns > Refunds will be made to original form of payment, excluding shipping > Complete form below and include in return package > We will email you when return is received, including refund receipt > Please return all items included in package, including gifts w/ purchase) If any gifts (clutch/sarong) are not returned, customer will be charged \$20 for EACH gift unreturned
Please allow 2-3 weeks from the time you mail your return/exchange for it to be processed. Ship all return/exchange packages to: Dolcessa Returns Dept 6671 Las Vegas Blvd Suite #210 Las Vegas, NV 89119	

PLEASE CHECK:

☐

Exchanging Size

☐

Exchanging Style

☐

Refund Original Payment

NEW MERCHANDISE REQUESTED:

STYLE #	TOP / BOTTOM	STYLE NAME	SIZE

If the exchange value is > the items you are returning or you desire express shipping, please let us know in your original email and we will arrange additional payment via CC or paypal.

SEND MY EXCHANGE ORDER TO:

☐

Shipping Address On File

☐

New Address Below

CUSTOMER INFO:

CUSTOMER NAME: _____

EMAIL: _____

PHONE: _____

NEW ADDRESS: _____
(IF CHECKED) _____

COMMENTS: _____

EXCHANGE / RETURN REASON CODES

PLEASE CIRCLE REASON CODE:

- 10 Too Small
- 11 Too Large
- 12 Dislike Style / Fabric / Color
- 13 Doesn't Fit Right
- 14 Not As Pictured
- 15 Damaged / Defective
- 16 Wrong Item Shipped
- 17 Bought 2 Kept 1