

RETURN AND REFUND POLICY

We strive to make quality products and to be as accurate as possible but occasionally issues arise. The following is our Return and Refund Policy:

Non-Receipt or Overage Conditions

Inspection of all goods received should be done within 7 working days of the receipt of the items. Any discrepancy as to the invoiced quantities or condition of the items must be reported within 7 working days of the receipt of the goods. An RMA (Return Materials Authorization) form will be provided to list the discrepancies found. Helen's Heart LLC ("Seller") will diligently research the cause of the discrepancy and report back to you within 3 business days the outcome of the investigation. Items found not to have been received will receive an immediate credit to the account or refund as dictated by your payment terms. If you feel that a claim has been declined in error please contact a member of management within 3 business days to apply for a waiver.

Damaged or Unserviceable New Goods

Items received damaged or unserviceable may be returned after the RMA request is approved and a call tag issued. Only items approved in the RMA may be returned. Other items received not granted in the RMA may be refused credit. Should Seller allow the return of an item not authorized in an RMA that item will be subject to a 15% restocking fee. Items granted an RMA and found to be outside of the 15 day inspection window may either be refused or subject to the restocking fee. Below listed are the general RMA requirements:

1. Items in question should have been received within the 7 working day inspection window.
2. **ALL HANDSEWN and MADE TO ORDER ITEMS** are not legible for **RETURNS**. (This includes **ALL Bling T-Shirts and Applique Handsewn denims.**)
3. Items must be in their original packaging.
4. Items must not have been worn. (Note: See Damaged or Unserviceable Worn Goods, below, for exception.)
5. Items not authorized will be rejected and returned at your expense.
6. Items must be returned in a reasonable period of time (7 working days from issuance of the call tag).
7. RMA must be received, inspected and approved by Seller unless a waiver is granted by management.

Any items to be returned that do not meet this criteria require additional approvals and may be refused or subject to a 15% restocking fee at the sole discretion of Seller.

Damaged or Unserviceable Worn Goods

It is impossible for us or you to know how items are treated after they leave your store. Items purchased from you and sold to the consumer that have been worn may only be returned under the following circumstances:

- The foot worn article experienced broken heel or sole separation through normal use within three months.
- A waiver is granted by management only.

Note:

Gouges, scratches, and loss of cosmetic accents are not returnable for any worn items. Damaged heel inserts are not returnable for worn items. Costume Jewelry and other accessories are not returnable once it has left your store or has been worn.

- All items should be returned in the same condition as when you received them. Items returned without tags, appear to have been worn, washed, altered, stained, have an odor, have pet hair or appear to have been tampered with in any way, may be subject to the return being rejected and the item returned to the customer at their expense.
- **In Stock Items:** In stock items may be returned for a store credit less applicable fees, unless otherwise noted.
- **Final Sale:** All items marked final sale cannot be returned or exchanged.
- **Shoes & Accessories:** All shoes and accessories (ie: jewelry, face masks, hand bags, etc) are final sale, cannot be returned or exchanged.
- **Shipping Fees:** Shipping fees are non-refundable.

All returns are charged a handling fee per item. The handling fee for the first item is \$16.05 and additional items in the same box is \$5 per item. A prepaid shipping label* is included in this fee and can be requested at time of return authorization request. You may also use your own label using any other trackable method

*Continental US only. All international customers are responsible to pay any and all fees when shipping back an item. (Duties, taxes, brokerage fees, etc.)

Once we receive your returned item and it passes inspection, you will receive an email within thirty business days that confirms your return has been processed.