

## **RETURNS**

We're sorry your online purchase didn't work out. These things happen (darn it). We hope you'll shop with us again.

Sole by One Hip Chic accepts returns within 14 days of receipt on full-priced merchandise that has not been worn or altered in any way.

All original tags must be attached.

Footwear returns and exchanges must include the original shoe box, in its original condition. Damages to or omission of this box from your footwear return/exchange will result in a 20% restocking fee. Other products (i.e. handbags) shipped in storage bags, must be returned with their storage bags. Damage to or omission of the storage bags will result in a 20% restocking fee. Returns must be received within 14 days of receipt for a full refund to your original form of payment. Refunds will be issued to the original form of payment within seven (7) business days of receipt of your return (please note that your banking institution may require additional days to process and post this transaction to your account once they have received the information from Sole by One Hip Chic).

Shipping is non-refundable.

For your convenience, Sole by One Hip Chic offers the option of a pre-paid UPS shipping label for returns or exchanges. For returns, please note that \$15. will be deducted from your return total. If you prefer not to use our pre-paid label, please send your return or exchange to:

Sole by One Hip Chic  
1521 Monroe Avenue  
Rochester, NY 14618

Ship your return through an insured, trackable carrier, as Sole by One Hip Chic is not responsible for lost or damaged packages.

~ Oops! It's been more than 14 days, what now?!

We understand that life can get hectic. Any returns made after 14 days (but less than 30 days) will be for store credit. Your store credit never expires.

Please contact us at 585-244-7653 when you wish to use your store credit in the future.

## **EXCHANGES:**

Love what you ordered except for one little thing? Decide you'd rather have something else?! If you need another size or color, give us a call at (585) 244-7653 or email us through our website and we'll reserve the requested item for you.

You have 30 days from the receipt of your shipment to make an exchange for different merchandise or for store credit.

No exchanges will be accepted after 30 days.

## **DON'T LIKE TO FOLLOW RULES?**

Sole by One Hip Chic reserves the right to refuse a refund or exchange if merchandise received is not in its original condition or outside the 14 day return period or the 30 day exchange period. If an item is simply shipped back outside these parameters (in other words, if you break our rules), we will donate said item to charity.

Special orders are returnable for store credit only.