



RETURN POLICY

INSTRUCTIONS FOR RETURN / PROCESSING TIME / "AS IS" & FINAL SALE ITEMS

At DouceCouture.com, we take great pride in offering quality products made with your pet in mind. We want you and your pet to be completely happy with your order. If for any reason you are not satisfied, we will gladly accept your timely return of new, unworn, unwashed, unopened, or defective merchandise. Returns and exchanges are accepted on merchandise within 30 days of receipt.

- Items that have not been worn, used, washed, and/or altered.
- Items must be returned with original packaging and tags.
- Packaged goods (original manufacturer box) must be returned unopened and in brand new, resalable condition. Damages or omission of this box may result in a fee.
- No dog hair, smell, stains on items, and any other sign of use.
- Original shipping charges non-refundable.
- Personalized, special order, beds, carriers, food/treats, grooming, seasonal, and sale items final sale. View FINAL SALE ITEMS.

We reserve the right to refuse a return or charge a restocking fee if these conditions are not met. We reserve the right to reject any return not postmarked within 30 days of receipt. Refunds for less than INR 300 are eligible for store credit only.

A 10% restocking charge will be applied to returned items. A 20% restocking fee is applied to pet strollers and all items under Furniture category. The first exchange will not incur any restocking fees. A 20% restocking charge will be applied to each subsequent exchange. Customer is responsible for shipping fee for exchange shipment. Purchases placed with promotional discounts, then returned for exchange after discount period has expired, will not receive the discount on exchange.

Please note that if you received free shipping (orders over INR 600 shipped to continental India receive free shipping OR free shipping promotion) on your order and later decide to return part or all of your order, we will issue refund for the items returned, less INR 14.95 shipping costs. For example, if you make an order for INR 310, then later decide to return an item priced at INR60, we will issue a refund for total amount of INR 45.05 (returned item for INR 60 less INR 14.95 shipping).

DEFECTIVE OR WRONG ITEM SHIPPED

We will happily exchange a defective product or one that is damaged in shipment to you. Please notify us within 48 hours of delivery so that we can promptly assist you. In such a case and solely at our discretion, you may be responsible for the cost of the return shipment to us.

GIFT CARDS & GIFT CERTIFICATES

Gift Cards & Gift Certificates cannot be exchanged or returned for cash, credit or check. Gift Cards & Gift Certificates for DouceCouture.com are only valid on DouceCouture.com website and not valid in store.



Douce Couture store Gift Cards are available for purchase in store only.

INSTRUCTIONS FOR RETURN

Please email us at dougecouture@gmail.com with your Invoice Order # and the item(s) you wish to return or exchange. We will provide you with a Return Merchandise Authorization (RMA) number for each return/exchange within 1-2 business days of request. A valid RMA number must be clearly labeled on your return package in order to assure proper and timely return processing. We are not responsible for merchandise returned without a valid RMA number.

All returns must include the following:

Completed Return Merchandise Authorization (RMA) Form

Return Address:

DouceCouture.com

ATTN: RETURN DEPT (RMA#)
1/7157, Shivaji Park, Shahdara,
New Delhi, Delhi 110032

You can specify on the RMA Form if you wish to exchange for different size, different product (include product name and any option specifications), store credit, or refund back to your credit card from the original purchase. Customer is responsible for shipping fee for exchange shipment.

We are not responsible for lost, stolen, or damaged return shipments. We strongly encourage you to place insurance on any items you send back to us. Upon your request and our receipt of the returned products, we will issue refunds for returned products. We will return payment, less shipping charges, to you within 30 days of your request. We will only return store credit or payments in the manner in which they were made (i.e. if you paid with a credit card, the refund would be issued back to your credit card).

REFUNDS & PROCESSING TIME

Returns and exchanges are completed within four weeks of shipping your package back to us. In many cases, your return/exchange will be processed sooner. We estimate four weeks because of the time required for return shipping (up to 15 days), product inspection at our returns facility (up to 5 business days), and processing time from your financial institution to post to your account (up to 5-10 business



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days). We will notify you via email with the details of your refund, and we issue refunds in the form of payment used to make your purchase. For exchanges, we will email you the exchange details including the amount due or refunded, and a tracking number for the exchanged goods shipped to you.

"AS IS" & FINAL SALE ITEMS

Personalized, custom made, items purchased on sale or discounted price, seasonal holiday items, and other special order items are not refundable and are final sales. Due to health regulations, all pet food/treats, chews & perishables, pet dining feeders & bowls, grooming & spa care, pet beds, pet carriers, sanitary items, and plush toys are non-refundable and considered final sale. If you need assistance, we will be happy to help you answer any product questions and find what's right for your pet. Clearance and **SALE items are considered FINAL SALE. Clothing, collar, and harness items purchased on sale which do not fall under other categories (custom order, seasonal/holiday, personalized, etc.) may be allowed a onetime exchanged for different size or store credit less 20% restocking fee.** Please take the time to find the best size for your dog. If you are not sure, feel free to contact us for assistance with sizing or with any product questions.

ORDER CANCELLATIONS & CHANGES

If you wish to cancel part or your entire order after your credit card has been charged and the order has been processed but not shipped, you may be charged a 5% (domestic USA purchases) or 10% (international) restocking fee to cover the credit card and Paypal fees associated with your order. **ONCE AN ORDER HAS BEEN PLACED, WE CANNOT MAKE ANY CHANGES. ANY CHANGES SUBSEQUENT TO ORDER PLACEMENT WILL INCUR A 10% PROCESSING FEE (ON TOTAL ORDER AMOUNT).**