



Return Policy

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Please log in to your account, view your order in order history, and request a return. After completing the return request, please write the RA# on your bag or box to help speed up the return process. Thank you!

If you do not have an account, [Request a Return Here](#).

If you have already requested a return and need to re-print your request, [Reprint Request Here](#).

Dear Human,

Douge Couture cheerfully accepts returns a whopping 365 days from the date you place your order. Not happy with your purchase? Hey, it happens. Just follow these easy steps for a quick & easy refund.

- Douge Couture

RETURNS THAT DON'T MEET THE FOLLOWING CRITERIA CANNOT BE PROCESSED OR REFUNDED

STEP 1: Verify Your Return

Item(s) must be in ORIGINAL, SELLABLE CONDITION and have all original tags and product packaging. (Don't worry about the shipping box or discount cards.)

Item(s) must be clean and contain NO pet hair. (None. Zip. Nada. No Pet Hair, Please!)

Item(s) returned within 15 days of purchase may be refunded via store credit or the original credit card.

Item(s) returned 16-365 days after date purchased may be refunded via store credit only.

Note: Costume returns are only eligible for store credit, and are not accepted after Oct 15th. We do not accept returns on food, treats, nutritional supplements or chewed toys. Douge Couture cannot guarantee any toy against chewing. We cannot



DOUGE COUTURE
EST. 2015

refund payment on international orders for which the customer has refused delivery, unless the customer pays for return shipment.

Returns that don't meet the above criteria will be returned to you, at your expense.

STEP 2: Send it on back

Package the items securely

Include your packing slip or order number, along with the reason for return

Obtain and record the shipment tracking number from your carrier

Ship package to the following address:

DougeCouture.com

Attn: Returns Department

1/7157, Shivaji Park, Shahdara,

New Delhi, Delhi 110032

Your credit card will be issued a credit after we verify the item(s) meet the above criteria. We do not refund your original shipping or return shipping charges. Please allow 7-10 business days after your return is received for your credit to appear on your account. If you used a combination of a credit card and gift certificate when you placed your order, be aware that your gift certificate will be refunded first, followed by your credit card.

Exchanges:

Due to the differences in the pricing for different sizes and to ensure items are in stock, Douge Couture does not offer product exchanges. Instead, please send your items back according to the above instructions, and then place a brand new order for the product(s) you want as a replacement, or wait for your store credit before doing so. We'll get your new order out right away.

Need Help?

As always, our customer service support team is happy to assist you with any question or concerns you may have regarding our return policy.

Toll Free: 892-011-2494

Email: dougecouture@gmail.com

Thanks for your business and for understanding our return policy as we strive to be your choice for the best stuff for your best friend.