## Returns

It is important for us to provide a worry-free shopping experience for our valued customers. We want you to be 100% satisfied with your purchase. Therefore we offer a **90 day return period** on all garments. However, we ask that you please respect our return policy by not returning laundered or worn/soiled merchandise. Please indicate which items you are returning, fold garments neatly, and include the signed and dated return policy/invoice. If you received a flawed or faulty garment, or you experience poor quality/performance of a garment, please contact us by phone at **541-482-5750** so that we may discuss the issue and replace your garment promptly. A refund will be issued to the card that was used to purchase the items when the return is received and you will be notified via email when the refund has been issued.

## Exchanges

If you would like make an exchange for a different size or color, please follow these simple steps:

1. **Before returning any items**, on our website, check the individual product pages of the items you wish to exchange, in order to verify that we offer the size and color you want, as we do not necessarily stock complete size ranges of every product.
2. Return the items you wish to exchange, clearly listing the new sizes and/or colors you need in the space below.

Upon receipt of your exchange, we will ship your new item/s free of charge via UPS GROUND delivery or USPS PRIORITY MAIL for AK, HI, PR, and VI. Unfortunately we cannot offer free exchanges on any international orders. If the size or color that you wish to exchange for is not carried, or no longer in stock, we will process a refund of your returned items in lieu of an exchange.
In the event that you need an exchange to be expedited, you will need to place a new order for the items you want, then return your original items following our return instructions above. **Shipping charges will apply.**

## Custom Orders

For obvious reasons, custom orders are non-returnable unless garments are flawed and/or not made according to the measurements you provided. In such cases, we will gladly remake your order. Custom orders may not be cancelled or refunded 24 hours after order placement.

## Shipping Refunds

We do not offer refunds on shipping costs.

Refunds will be denied on any garments:
-Showing obvious signs of wear beyond trying on
-Requiring washing due to odor and/or pet dander
-Missing original tags
-Showing signs of having been laundered

## PLEASE MAIL RETURNS TO:

ISLAND IMPORTER - RETURNS
184 CLEAR CREEK DR, UNIT 2
ASHLAND, OR 97520

_____ _____
Your Signature Date Daytime Phone #

Please list all returned items below. Either, check the refund box, or clearly write which size/color they are to be exchange for.

| ITEM NAME | QTY | SIZE | COLOR | REFUND | EXCHANGE FOR (SIZE/COLOR): |
|---|---|---|---|---|---|
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