

RETURNS DOCUMENT

GUIDELINES FOR RETURNS

You may return your order free of charge within 28 days from the date of purchase by following the instructions:

1. Please return the items in the original shipping box. If you don't have the original shipping box, please make sure that the packaging is appropriate to avoid damages during transport. Shipments not in the original packaging that arrive damaged will not be accepted for return.
2. Please fill out the returns document below and include it with the merchandise being returned.
3. Affix the pre-paid return shipping label on the return package. The return label is included with this document in the black 'Thank You' folder. If you have lost or did not receive the return shipping label, please contact PrimaDonna at contactus@primadonna.com or 1-800-668-1458 to receive a new label.
4. For free returns, drop your package off at a UPS drop off location. For a small fee, you can also arrange a pick up at your home or business. You can find your nearest UPS location online at www.ups.com/dropoff.

If you prefer to use the carrier of your choice and create your own label, we recommend using a traceable and insured form of delivery. In this case the cost of return is at your expense.

YOUR INFORMATION:	
Name:	
Email address:	
Account number:	Invoice number:

REASONS FOR RETURN:

A. Wrong size	B. Shape not right	C. Don't like the color
D. Damaged Item	E. Wrong Item	F. Other:

DATE AND SIGNATURE:

Returns Policy: Please turn over

Online Return Policy:

Merchandise returns will be accepted (excluding 'final sale' items and gift boxes) within 28 days from the date of purchase. Merchandise must be in its original condition, unworn and unwashed, with the tags attached. If you received defective merchandise or incorrect items in your order, please note this on your return documentation.

Returns must be accompanied by the Returns Documentation included in your order or other documentation with the order date and amount of purchase to be validated in our system.

It can take up to 7 business days for PrimaDonna to receive your returned merchandise. Once your return has been received and processed by PrimaDonna, you will receive a Returns Shipment email with a returns invoice. Please allow 5 – 10 business days for your account to be credited. If at the time of purchase you received a discount on the full order, this will be taken into account and the actual amount paid will be refunded. Refunds will be made to the original form of payment. If you paid by e-gift card, you will receive a new e-gift card equal to the amount of your return.

PrimaDonna reserves the right to refuse returns for items received outside of the 28 day return window or that show signs of unreasonable use. Unreasonable use includes the handling of product beyond what is reasonable to establish the nature, characteristics, fit and function of the product, including but not limited to the tags being removed or signs of wear and tear.

If you are interested in exchanging an item, please contact Customer Service at 1-800-668-1458. PrimaDonna can process even exchanges at this time to ensure that you have the right fit and size. Merchandise must be in its original condition, unworn and unwashed, with the tags attached.

If you have questions regarding your return please contact PrimaDonna Customer Service at contactus@primadonna.com or 1-800-668-1458.

Please ship returns to:

Van De Velde North America Inc
171 Madison Avenue

Suite #201

New York, NY 10016