

RETURN POLICY - CONSUMER

Policy for Exchange of Merchandise

Your satisfaction is a high priority for us, which is why Carolyn Design is committed to replacing any article that has not been worn, washed, used or damaged within 15 business days after you have received it. Said merchandise must be in the same state in which it was received, with all labels and tickets attached. It is your responsibility to provide a copy of your receipt, without which the return may be refused.

If you wish to return an article due to manufacturing defects, please see the Carolyn Design Guarantee.

Note that the following products are not admissible for returns: sale items, promotions, special orders, embroidered, Florisa, gift cards and Solidea products.

Please return the merchandise to the place it was purchased. If ordered from Carolyn Design representative, please contact that person before proceeding. If purchased from one of our suppliers, the supplier's return policy will apply.

Procedure

To request a return, please contact Carolyn Design to the following address: expeditions@carolyndesign.com. You will receive an authorization number and claim form.

Purchase's invoice is required for processing your claim. Please fill out the claim form using the authorization number provided and attach a copy of your invoice. **The authorization number must be indicated on the outside of the box, otherwise your claim will be refused.**

Transport

Once you receive your authorization number, send merchandise at your own expense to the following address:

**Carolyn Design
825 BOMBARDIER, SUITE 19
MASCOUCHE QC J7K 3G7
CANADA**

CANADA	UNITED STATES
Return articles using transport method of your choice.	Return articles with U.S.P.S. (United States Postal Service). Using another service may incur extra costs. Indicate "Return of Sample Merchandise" on USPS form and affix copy of the invoice to outside of box.

Carolyn Design cannot be held responsible for errors, delays or losses related to your transport carrier.

Returns

For exchange of merchandise, articles will be returned to you at your own expense. For changes in size only (keeping same style and colour), Carolyn Design will cover costs of returning the item(s).

Reimbursements

In the case of reimbursement, Carolyn Design will repay the total purchase amount (excluding delivery) using the same mode of payment initially used.

Refused Returns

Following verification procedures in our quality-control department, Carolyn Design reserves the right to refuse any returned merchandise that has not respected abovementioned conditions or has not been used under normal conditions and/or adequately maintained following manufacturer recommendations.