

Brand:	
Style #:	
Color:	
Size:	

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Color:	
Size:	

I. Return Policy

ALL SALES ARE FINAL. NO REFUNDS.

You may receive an E-Credit for any merchandise that you are not satisfied with. E-Credits do not have an expiration date. All returns must be made within 30 days of the date the package was received by the customer, based on postal tracking. All merchandise must have the tags attached and be in the same condition that it was delivered in. Shipping charges will not be refunded. Merchandise can only be exchanged via mail. All returns are subject to availability. Please note that this return policy applies to online purchases and orders placed over the phone.

Return for Online Purchases by Mail:

1. Please fill out your personal information and invoice # (see return section I on front page.) Fill out the items you are returning for an E-Credit. Be sure to fill in the style #, description, return reason code, price, size, and quantity for each item. **An E-Credit may be used only for purchases made online.** Retain your original invoice for your records.

2. Pack and seal your merchandise securely (in the original package if possible) and include the completed Return Form. **Please note that all shipping charges are the customer's responsibility and will not be paid for or refunded.**

Mail Package to: Diane's Inc
Attn: Web Return
2401 West 208th St. Suite 4
Torrance, CA 90501

Store Return: If preferred, you may exchange items in store or receive a store credit.

Note: You may use any carrier to return your merchandise. The buyer is responsible for the risk of loss on merchandise. For your protection we recommend you fully insure your return shipments.

II. Conditions for acceptable exchanges:

- All merchandise must be in the same condition that it was delivered in.
- Absolutely clean
- No hair, lint, debris.
- ALL TAGS AND LABELS ATTACHED
- Unwashed, unworn, undamaged.

All exchanges are subject to availability.

****If the item you wish to exchange for is unavailable, an e-credit will be issue**

- Shipping charges will not be refunded.
- We have the right to refuse exchange of any item that has been worn, washed, or missing tags.
- We do not accept refunds on the purchase of gift cards.

III. Return Reason Codes*

Return Reason	Code
Wrong item(s) shipped	1
Damaged goods	2
Arrived late	3
Wrong size	4
Unsatisfied with fit	5
Item not as described	6
Returning a gift	7

**** If Diane's shipped an item(s) that was different from the Original Invoice or was damaged when you received it and you would like a refund or to exchange the item(s), please contact Customer Service and we will gladly refund your shipping costs for that item(s) and issue a mailing label to send back merchandise. In addition, if you would like to return the merchandise, we will give you a full refund by the method of payment used for the purchase.**