

## **RETURN POLICIES**

As a company known for our quality merchandise and high standard of customer service, we want you to be completely happy with your purchase.

Items purchased online must be received by *The Designers*; Leather Clothiers Inc. within 14 days after the item is shipped from our location for a full refund based on the original form of payment. Items purchased online must be received by *The Designers*; Leather Clothiers Inc. within 30 days after the item is shipped from our location for a merchandise exchange or store credit based on the original form of payment. Items must be unworn, tags attached, and returned in the original packaging. A return/exchange or even exchange does not serve as an original receipt. When items are returned for an exchange or store credit, all future returns are for store credit or exchange only. FREE SHIP items that are returned for a refund will be charged for the original shipping cost of the items returned. The average USPS Ground delivery cost is \$10.00. Should an item be considered worn and or used by our Management, we may elect to return the merchandise to the Customer or charge a re-stocking fee. As for warranty concerns you are responsible for all shipping costs back to us and back to you.

Due to the unique nature of custom made items, we do not accept returns, refunds or exchanges. We also do not accept returns, refunds or exchanges on hats, fascinators and jewelry.

### **ALTERATIONS POLICY:**

We will make any future adjustments and repairs on full price items (without charge) until completely satisfied. However, we cannot accept a refund or exchange on items that have been altered or cleaned.

### **RETURNS OF SALE/CLEARANCE ITEMS**

All items that are discounted from the original suggested retail price including Sale Discounted Promotional and Clearance items are returnable for Store Credit or Exchange only. "Final Sale" items are Nonrefundable. No returns or exchanges.

### **RETURN POLICY FOR SPECIAL AND CUSTOM ORDERS**

The following policy applies toward Special Orders including Custom Leather Clothing, Hats, Fascinators, Ties and Jewelry, including alterations, repairs and cleaning.. Payment is taken at the time the order is placed. *The Designers* will estimate time of delivery. We can only estimate a time of delivery and not guarantee it.