

Customer Product Returns, Exchanges, Refunds & Claims Policy

Any time a customer requests a refund or exchange the product that has previously been sent to that customer must arrive back in our facility and inspected to determine if the product(s) have been opened or tampered with prior to any refund or exchanges being processed.

1. Shipment Shortages or Errors

- a. All shipment shortages, errors or mis-ships must be reported to Lesley Elizabeth, Inc. within 7 business days from receipt of the order to be eligible for refund or fulfillment of missing items.
- b. Each report will be reviewed on an individual basis.
 - i. When a customer is missing an item it will be send to them free of charge.
 - ii. If the customer received an item they did not order it will be determined whether we will allow the customer to keep the mis-shipped product or send it/them back. We will send them their correct products free of charge.

2. Claims

- a. All claims against missing or stolen packages must be reported to Lesley Elizabeth, Inc. by phone with in 15 calendar days from proof of delivery date to be eligible for refund or fulfillment of missing or stolen items.
 - i. Each claim reported to Lesley Elizabeth will be reviewed on an individual basis.

3. Returns and Exchanges

- a. No returns or exchanges will be accepted without prior authorization from Lesley Elizabeth, Inc. and a report must be made by phone within 10 business days from proof of delivery date.
- b. All shipping costs including return shipping and shipping of new items may be at the expense of the customer.
- c. No refunds or exchanges of any kind will be processed after 90 calendar days from shipper's proof of delivery.