

Ragazzi Vegan Exchange and Return Form

Please complete the form and print legibly:

Name: _____ Sales Order #: _____

Phone #: _____ Email: _____

Items Being Returned:

Product Name: _____ Color: _____ Size: _____ Price: \$ _____

Product Name: _____ Color: _____ Size: _____ Price: \$ _____

Product Name: _____ Color: _____ Size: _____ Price: \$ _____

Request (Please Check the following)

- I would like to EXCHANGE the item being returned
(Shipping cost of first exchange (to the customer) within US Free Zone is free)
- I would like to have In-Store Credit.
(Please note the all refund are subjected to approval based on the conditions listed below in the disclaimers)
- I would like a REFUND for the item being returned
(Shipping charges if any is non-refundable).
(Please note the all refund are subjected to approval based on the conditions listed below in the disclaimers)

Reason For Return (Please Check all that apply)

- Shoes did not fit
- Did not like the product style
- Product was damaged or defective (when it was received)
- Others _____

Exchange (for the following item[s])

Product Name: _____ Color: _____ Size: _____ Price: \$ _____

Product Name: _____ Color: _____ Size: _____ Price: \$ _____

Customer's signature: _____ Date: _____

Office Used Only Initials: _____

- Exchange sent
- Decline Refund
- Approve Refund
- Refund (Date: _____)

Exchange and Return Policy

The item(s) must be returned unworn and in perfect condition. Please note that customer is responsible for all the shipping fees of returning merchandise to the office. Ragazzi Vegan will send you the exchange for free. All returns must be made within 21 days of receipt of the products. In-Store credit will only be granted after 21 days.

Disclaimer:

All refund & exchange are subject to approval based on the following conditions:

- 1) Shoes are worn, damaged, not in intact the condition as originally shipped, without original shoes box (the shoe box that hold the shoe), exceed the refund time frame, would not be granted for refund. We recommend customers return both boxes (shoe box and shipping box) to us.
- 2) Shoes will be automatically return back to the customers plus processing fees if shoes are not in the intact conditions described above.
- 3) All returns must be made within 21 days of receipt of the products. In-Store credit will only be granted after 21 days.

Please allow up to 1 billing cycle for the credit to be appeared on your credit card/ bank statement as online merchant takes 4-7 business days to process on top of the customers shipping time and in house inspection & processing.

A Quick List items for Eligible Refund and Exchange:

- 1) Download forms from www.ragazzivegan.com/returnexchange
- 2) Completed the return form and included in the box.
- 3) A set copy of original sales receipt
- 4) Original shoe box in intact condition
- 5) Original UPS/Fedex/USPS Shipping label on the original shipping box.
- 6) Send package to return address to

Ragazzi Vegan Return Department

10122 Rush Street
South El Monte,
CA 91733

If you have any question regarding the status, give us a call 909-979-2012.

Ragazzi Vegan
The New ethics of wearing!