

Shopdress.com new york

Customer Service Information

Return Policy

Wrong Size? Wrong Style? No Problem ...

Contact us via e-mail at returns@shopdress.com within 72 hours of receiving your order, if you want to return your purchase. We will issue a Return Authorization Number (RA). Please ship the returned items to our warehouse within 5 days of receiving your order.

- No return will be accepted without a Shopdress.com Return Authorization Number.
- No RA or Credit will be issued after 72 hours of order delivery.
- No credit will be issued on worn merchandise.
- No credit will be issued if any tags or labels are removed from the merchandise.
- No credit will be issued on Final Sale items.
- Shipping charges and Rush fees are not refundable.

Return all items in the original packaging (including hangers for dresses and boxes for shoes).

How To Return

Request a Return Authorization Number (RA) via e-mail at returns@shopdress.com.

Please include your Full Name as it appears in the invoice, your order number or customer tracking number (not the Airway Tracking number).

Once approved a return authorization number will be emailed to you.

Include the invoice which accompanies the dress when shipped to you or write on a piece of 8.5" x 11" paper your full name, order number, returned item/s style number, color, size and Return Authorization Number clearly. Please clearly write your Return Authorization Number on the outside of the box.

All returns are processed within 30 days of receipt. We will credit your card the cost of the dress minus any shipping charges. Please refer to your invoice to calculate your shipping charges.

Returns will be subjected to a \$30.00 restocking fee.

Final Sale Items

All sales final. No returns or exchanges.

Special Orders

Special orders are made especially for you. Special Orders are FINAL SALE. When debating between more than one dress, please order one dress at a time. We will gladly exchange one dress for another. More than one dress on one order will be a final sale.

Please note: Dress sizes 12 and up are Special Orders. Sizes above 12 are Final Sales and can not be returned.

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Shipping

Enjoy FREE GROUND SHIPPING on orders over \$200.00

We ship UPS.

- Ground / Standard from \$7.00 - \$ 11.00 *
- Two Day from \$15.00 - \$ 20.00 *
- Next Day from \$22.00 - \$ 35.00 *

The actual amount will be shown on your invoice.

Please note: Signature required. No P.O. boxes. We ship internationally. (Some restrictions apply.)

*If the item is returned, The shipping charges will be deducted from your refund.

Ordering Information

We keep most items in stock and will ship within 48 business hours. When items are not in stock you will be notified by email and you will get the option to back order. We will need to know your Wear Date. Your credit card will NOT be charged unless we have it in stock and ready to ship. For your protection, orders will be shipped only to the billing address of the credit card. If you want us to ship to a different address, simply fax your request with a photocopy of your driver license, credit card and the new shipping address. To add an alternate address to your credit card, simply contact the customer support number located on the back of your credit card. After adding the alternate address to your credit card, contact Shopdress Customer Support at customercare@shopdress.com or by dialing **1-888-503-7377** or **1-212-594-5125**, alerting them of the addition.

International Orders

Shopdress.com welcomes all international orders.

PLEASE BE ADVISED, FOR INTERNATIONAL ORDERS, WE ONLY ACCEPT THE FOLLOWING METHODS OF PAYMENT:

- Paypal - an Ebay Company <http://www.paypal.com/>
- Western Union <http://www.westernunion.com/>
- Bank Transfer - Please email us customercare@shopdress.com

Please Note: International Customers are responsible for ALL DUTIES AND TAXES.

Contact Us

E-mail: customercare@shopdress.com

If you'd like to speak directly to one of our associates, call us toll-free within the U.S. at **1-888-503-7377**; if you are located outside of the U.S., call **1-212-594-5125**.

Shopdress.com is not responsible for typographical errors. Prices are subject to change without notice. We reserve the right to cancel any order.