**Returns & Exchanges**

Customers may apply for a return or exchange within 天数（e.g.，14）days after receiving product(s). Refunds will be made by the same method you used to pay.

Please note: items marked “Final Sale” cannot be returned/exchanged.

Sale and promotional items are excluded and remain subject to our regular return/exchange policy.

**CANCELLATION**

We accept order cancellations before product processing. If the order is cancelled by that time, you will get a full refund.

If the product has already been shipped out, we will unfortunately be unable to cancel the order.

**RETURN/EXCHANGE CONDITIONS**

* All items must be returned in their original selling condition, without having been worn, washed or altered, and with all their tags still attached.
* All items must be returned with their original boxes.
* All items must be returned in one package.
* Return/Exchange shipments must be made using the same service as the original delivery.
* We can only accept returns/exchanges from the country to which an order was originally shipped, for example, orders delivered to the US must be returned from the US
* Customised items cannot be returned.
* The return/exchange is unfortunately not free of charge (import and shipping fees will be charged at your own expense).
* For hygiene reasons, underwear briefs, certain jewellery, make-up and skincare products cannot be returned. Swimwear briefs and swimsuits can only be returned if the sanitary liner strip is intact.
* Naturally any faulty items can be returned.

We reserve the right not to accept any return/exchange if the product shows signs of wear or has been used or altered from its original condition.

You will be informed if we propose to reject your refund/exchange; you may choose to have the product sent back to you at your own expense.

**HOW TO RETURN AN ITEM OR AN ENTIRE ORDER?**

**Step 1:** Please contact our Customer service team to start the return process with the following information:

* Order number
* Proof of purchase
* Video or photo of the faulty product

**Step 2:** Insert your receipt, along with the items, back into the original packaging.

**Step 3:** Fill out all three copies of the Returns Pro-Forma Invoice Form. Insert all copies in the transparent envelope and attach it to the package without closing it. These documents are required for customs, so please be sure to complete all 3 copies.

**Step 4:** Turn package over to the courier, after the courier has checked the return shipment, please close the package securely.

**REFUND**

In case of a return, your refund will be credited to the original payment method. Shipping costs will not be refunded by您的店铺名称（e.g., Shoplazza） in case of returns.

Once your package reaches us, please allow 退换货所需时间( e.g., 7-14 business days)(depending on peak times) for your return to be processed. If your return does not meet the conditions listed, the package will be sent back to you at your own expense. When your return has been accepted, your refund will be issued and you will receive a confirmation email.

**RETURN/EXCHANGE ADDRESS**

商家地址（e.g., 4F/11 Building，99 Brainerd Road, Allston, Boston, MA, 02134）

We’re available to support you via

**Email:** 您的客服邮箱（需与GMC信息设置保持一致 e.g., service@shoplazza.com）

**Service Tel:** 电话号码（需与GMC信息设置保持一致 e.g., (+86) 18252580813）

We strive to respond to your questions within 多久之内回复（e.g., ：24 hours）.

**Customer service chat hours:**

星期X-星期X（e.g., Monday - Friday） : X am - Xpm 时区位置（e.g., 8am - 18pm EST）

Now available in English.