

HOLIDAY RETURN PROCEDURES

SPECIAL HOLIDAY RETURN POLICY:

Regular Price Merchandise Purchased Between Nov 15 – Dec 18, 2011 May Be Returned For Refund If Return Is Postmarked By December 31, 2011. Discounted/Sale/Clearance Purchased Between Nov – Dec 18, 2011 May Be Returned For Store Credit/Exchange If Return Is Postmarked By December 31, 2011. For All Other Purchases Standard Return Policy Applies.

Return Policy: Return Merchandise In Its Original Condition With Tags Attached:

- * Shoes/Sunglasses/Watches must be returned in their original box.
- * Fragrances/Lotions/Candles must be unopened with original plastic wrapping intact.
- * Returns for refunds or exchanges must be postmarked within 14 days of the date the item is received.
 - * Refunds will be made in the original form of payment.
- * Clearance items may be returned for exchange or store credit and must be postmarked within 14 days of the date the item was received.
- * Return/Exchange shipping costs to and from Island Trends are the responsibility of the Customer.
- * Please allow 5 business days to process returns from the date return is received in store.

Complete form below and ship returned merchandise via traceable insured method (i.e., UPS, Fedex) to:

**Customer Satisfaction Department
938 N COLLIER BLVD
Marco Island, FL 34145**

TO RETURN, PLEASE FOLLOW THESE STEPS PLEASE PRINT CLEARLY

1. Fill in the items to be returned or exchanged below. **PLEASE PRINT LEGIBLY.**
2. Choose a "Reason for Return" and enter that code number in the column below.
3. Enclose this completed Return Form with merchandise in a well sealed box. Ship returned items via traceable, insured method such as UPS or Fedex.

PLEASE ALLOW 5 BUSINESS DAYS TO PROCESS RETURNS FROM THE DATE RETURN IS RECEIVED

ORDER #	TODAY'S DATE
NAME	EMAIL ADDRESS
SHIPPING ADDRESS, CITY, STATE AND ZIP	
PHONE	

HOW WOULD YOU LIKE TO HANDLE YOUR RETURN/EXCHANGE?	REASON FOR RETURN CODES								
<input type="checkbox"/> STORE CREDIT <input type="checkbox"/> EXCHANGE THESE ITEM(S) <input type="checkbox"/> REFUND OR CREDIT TO ORIGINAL BUYER (ACCORDING TO OUR POLICY ON REVERSE) <input type="checkbox"/> OTHER (PLEASE SPECIFY)	<table style="width: 100%;"> <tr> <td style="width: 50%;">A. SIZE</td> <td style="width: 50%;">D. ARRIVED TOO LATE</td> </tr> <tr> <td>B. MERCHANDISE</td> <td>E. WRONG ITEM SHIPPED</td> </tr> <tr> <td>DEFECTIVE</td> <td>F. DUPLICATE ORDER</td> </tr> <tr> <td>C. NOT AS PICTURED</td> <td>G. ORDER WAS CANCELLED</td> </tr> </table>	A. SIZE	D. ARRIVED TOO LATE	B. MERCHANDISE	E. WRONG ITEM SHIPPED	DEFECTIVE	F. DUPLICATE ORDER	C. NOT AS PICTURED	G. ORDER WAS CANCELLED
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C. NOT AS PICTURED	G. ORDER WAS CANCELLED								

ITEMS RETURNED					
REASON CODE	ITEM DESCRIPTION	ITEM NUMBER	QUANTITY	UNIT PRICE	TOTALS

PLEASE EXCHANGE FOR THE ITEMS BELOW				PLEASE CHOOSE AN ALTERNATE COLOR		TOTAL FOR RETURNED ITEMS	
ITEM NUMBER	ITEM DESCRIPTION	1ST COLOR	2ND COLOR	SIZE	QTY.	UNIT PRICE	TOTALS

<p>METHOD OF PAYMENT</p> <p> <input type="checkbox"/> CHECK OR MONEY ORDER ENCLOSED (PLEASE NOT CASH OR C.O.D.) <input type="checkbox"/> VISA <input type="checkbox"/> M/C <input type="checkbox"/> AMEX <input type="checkbox"/> DISCOVER </p> <p>CARD NUMBER: <input style="width: 15px;" type="text"/> <input style="width: 15px;" type="text"/> <input style="width: 15px;" type="text"/> <input style="width: 15px;" type="text"/> <input style="width: 15px;" type="text"/> <input style="width: 15px;" type="text"/> <input style="width: 15px;" type="text"/> <input style="width: 15px;" type="text"/> <input style="width: 15px;" type="text"/> <input style="width: 15px;" type="text"/> <input style="width: 15px;" type="text"/> <input style="width: 15px;" type="text"/></p> <p>EXP. MO/YR: <input style="width: 15px;" type="text"/> <input style="width: 15px;" type="text"/> <input style="width: 15px;" type="text"/> <input style="width: 15px;" type="text"/></p> <p>PRINT NAME ON CARD: _____</p> <p>AUTHORIZED SIGNATURE: X</p> <div style="border: 1px solid black; padding: 2px; width: fit-content; margin-left: auto;"> 3 OR 4 DIGIT SECURITY CODE ON BACK OF CARD ABOVE SIGNATURE: </div>	<p>TOTAL FOR NEW ITEMS</p> <p>(LESS REFUND)</p> <p>BALANCE DUE</p> <p>(SALES TAX AND SHIPPING MAY BE ADDED)</p>
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