

Returns Policy

It is important for us to provide a worry-free shopping experience for our valued customers. We want you to be 100% satisfied with your purchase. Therefore we offer a 365 day return period on all garments. However, we ask that you please respect our return policy by not returning laundered or worn/soiled merchandise. Please indicate which items you are returning, fold garments neatly, and include the signed and dated return policy/invoice. If you received a flawed or faulty garment, or you experience poor quality/performance of a garment, please contact us by phone at **541-482-5750** so that we may discuss the issue and replace your garment promptly. A refund will be issued to the card that was used to purchase the items when the return is received and you will be notified via email when the refund has been issued.

Exchanges

Island Importer may not always carry large quantities or every size of the items you need. Therefore, we do not process exchanges. If you would like a different item or size, please return your original merchandise following our return instructions, and place a new order. Our website reflects available stock as accurately as possible. Please allow us up to one week from receipt of your return package to process your return and credit your card. We will email you a Return/Exchange Acknowledgement upon completion.

Custom Orders

For obvious reasons, custom orders are non-returnable unless garments are flawed and/or not made according to the measurements you provided. In such cases, we will gladly remake your order. Custom orders may not be cancelled or refunded 24 hours after order placement.

Shipping Refunds

We do not offer refunds on shipping costs.

-Garments meeting any of the following criteria will be denied a refund:

- Showing obvious signs of wear beyond trying on
- Requiring washing due to odor and/or pet dander
- Missing original tags
- Showing signs of having been laundered

Your Signature

Date

Daytime Phone #

Your signature verifies that you have read, understand, and agree to the terms of our Return/Exchange Policy. Failure to sign and date this policy will void and/or terminate any and all return, refund, or exchange claims on this sale/invoice.

Please help us to improve our merchandise by selecting a reason for your return:

ITEM #	SIZE	RETURN REASON CODE(S)

PLEASE MAIL YOUR RETURN TO:

RETURNS
ISLAND IMPORTER
184 CLEAR CREEK DR. # 2
ASHLAND OR 97520

<u>TOPS</u>		<u>BOTTOMS</u>		<u>SHOES</u>	
50	OVERALL TOO LARGE	60	OVERALL TOO LARGE	70	TOO LARGE
51	OVERALL TOO SMALL	61	OVERALL TOO SMALL	71	TOO SMALL
52	CHEST/BUST TOO LARGE	62	WAIST TOO LARGE		<u>QUALITY/OTHER</u>
53	CHEST/BUST TOO SMALL	63	WAIST TOO SMALL	80	POOR QUALITY
54	WAIST TOO LARGE	64	HIP/THIGH TOO LARGE	81	DID NOT LIKE FABRIC
55	WAIST TOO SMALL	65	HIP/THIGH TOO SMALL	82	DID NOT LIKE COLOR
56	SLEEVE TOO LONG	66	LENGTH TOO LONG	83	SOILED/DAMAGED
57	SLEEVE TOO SHORT	67	LENGTH TOO SHORT	84	ORDERED 2, RETURNING 1