



PHONE ORDER RETURN POLICY

If you are not satisfied with your order we will gladly take the proper steps to process a return or exchange; we ask that you contact us within 14 days of the original ship date. After contacting us, we will provide you with a Return Authorization Number (RA#), Return Form, and a Shipping Label to return the merchandise (return shipping fee will be subtracted from your return/exchange credit amount). Your return and/or exchange will then be processed 7 to 14 days after receipt and inspection.

- Please write your Return Authorization Number (RA#) on the box to be returned and include your Return/Exchange Form inside your shipment to ensure a speedy process.
- Shipping charges are nonrefundable unless an error was made in shipping.
For Return shipments within the United States; only shipments mailed to us using the UPS Return Label we provide you with will be accepted. Shipments must be sent back to us within 7 days after Return Shipping Label has been created to receive credit. For Return Shipments outside of the US; instructions will be discussed depending on location.
- All items returned must be clean, unworn, and in their original state. Items will be inspected upon receipt; if they fail to meet said requirements we cannot issue credit.
- We are not responsible for Hats that are damaged during shipment: this means both shipments to and from the customer. It is strongly encouraged that you return the Hat in the same box we shipped it to you in with all necessary padding in order to ensure a safe trip for your hat. This applies to any types of merchandise purchased.
- All Custom and/or Special Orders are FINAL SALE
- Orders of 3+ Hats that are returned and/or exchanged are subject to a 20% restocking fee
- Our Return and/or Exchange deadline is extended during the holiday season. Any merchandise purchased between November 15th and December 25th must be returned by January 20th.

STOREFRONT RETURN POLICY

Items purchased at our physical location 765 Centre Street in Jamaica Plain MA 02130 have a 7 Day Return Policy. Within 7 days of original purchase, merchandise can be returned for store credit or even exchange. We do not offer money back and the original receipt or gift receipt is required to make a return and/or exchange.



RETURN AND EXCHANGE FORM

When contacting us by email or phone, please use the form below:

Refund [] Exchange [] (*fill out request below*)

Name: _____

Email Address: _____

Phone Number: _____

Original Purchaser's Name: _____

Original Order Number: _____

Reason for Return: _____

Return Authorization Number: _____

I would like to exchange for: _____

Item Name: _____

Size: _____

Style: _____

Color: _____

Short Description: _____

Questions? Please email: order@salmagundiboston.com

We will reply within three to seven days.