

## ***Returns & Refund Policy***

We hope you are happy with your purchase! However, we know that sometimes returns are necessary. Should you need to return anything, we are here to make your return process as easy as possible. **All returns are for exchange/store credit only.**

No funds (money) will be refunded under any circumstances. By engaging in any transaction with Dee & Me, you agree to this Returns & Refund Policy.

Items must be returned within 14 days of receiving your order in excellent condition. You trust us to send you lovely, new, unused pieces, and we trust you to send back new and unused pieces. **We only accept returns of items sold at full price. Sales of discounted items are final and no returns will be accepted.**

Please do not send your item back without any paperwork. We would appreciate a reason for your return and if possible include a copy of your receipt. **After 14 days, we are unable to accept returns on online purchases.**

### **Returns**

Merchandise must be unworn, unwashed and in their original condition with all tags attached. Yes, we are pet friendly, but our products will not be approved for a return with pet hair or cigarette smell/odours.

Exchanges and store credit are contingent upon inspection of the item once we receive it. Dee & Me reserves the right to refuse a return, if merchandise received is not in its original condition or outside the 14 day policy.

***Please include a copy of your invoice or packing slip.***

***Returns Will Only Be Accepted For Store Credit or an Exchange.***

***Sale Items are FINAL. No exchange or store credit will be offered.***

***Returns will not be delivered to P.O. Boxes.***

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***How do I return or exchange an item?***

Should you need a return an item to us please call **0409 944 671** or let us know via email [deeandme1967@gmail.com](mailto:deeandme1967@gmail.com)

Once your return has been approved, you'll be given a store credit and the amount will be emailed to you. You have two years to use your credit. We think that's fair as that gives you plenty of seasons to choose a replacement.

***DAMAGED/DEFECTIVE ITEMS OR INCORRECT ORDERS:***

Our team checks all items for any damages or defects **prior to shipping** and we also inspect for accuracy, but we are human and know that we sometimes mistakes can happen. So, if you happen to receive an item that is damaged or defective or believe something is missing from your order, this is for you!

Damages must be reported to us prior to wearing the garment. Tags must still be attached. **You must notify us within 3 days of receiving your order by either email, phone call or leaving us a message in order to be accepted.** Please contact us immediately at **0409 944 671**, we will have you provide us with a picture of the damaged/defective area. Please include your first and last name and order/invoice number. If something is missing from your order please call immediately and we will cross check with our inventory for accuracy.

Once we have inspected and approved that your item was damaged prior to shipping, and has been returned to us in accordance with our Returns and Refund Policy then we will notify and send you your store credit to use within 2 years.

Should you have any other queries about returns and exchanges do not hesitate to contact our help team by telephone **0409 944 671 or via email [deeandme@gmail.com](mailto:deeandme@gmail.com)**.

Thank you for shopping at a small business.