

Return Policy:

Review of Approval & Rejection Process

Purpose

This video is to cover our return policy & to show examples of why your item(s) or your customer's item(s) might be rejected on our end.

Return Policy

All items must be in brand new condition, unwashed, unworn (ok to try on), free of any odors and stains, and in the original packaging with their hang tags to receive a full refund or exchange.

- Lotions
- Body odors
- Makeup
- Deodorant
- Perfume
- Cigarette smoke
- Food

When is an item accepted?

An item will be **ACCEPTED** if the item arrives in brand new condition, unwashed, unworn (ok to try on), free of any odors and stains (please return to slide 3 for examples).

Examples of Accepted Items



FRONT
&
BACK



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UNDERARMS
&
STRAPS



RUBY RIBBON



INSIDE-OUT
FRONT
&
BACK



RUBY RIBBON



INSIDE-OUT
UNDERARMS
& STRAPS
(back)



RUBY RIBBON



UNDERARMS
&
STRAPS
(front)



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Why Were These Items Approved?

- No stains (deodorant, makeup, etc)
- No damage (holes, broken silicone)
- No stretching
- No other visible damages

When is an Item Rejected?

An item will be **REJECTED** If the item does not arrive in brand new condition, unwashed, unworn (ok to try on), free of any odors and stains (please return to slide 3 for examples).

Rejected items are shipped back to the customer & their request is not fulfilled. Stylists will be cc'd on email communication to the customer for items that are rejected.

Examples of Rejected Items

The following images show items that are 100% not returnable.

REASON 1.

Stains



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REASON 2. Damages



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REASON 3. Stretching



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Tips to share with your customers

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- Remind your customers to **STEP** into their cami & to **STEP OUT** of their cami as opposed to putting it on over their head to avoid excessive stretching.
- Remind customers that when they receive their new garments to NOT wear deodorant or perfume when trying them on.
- Clients should not be advised to stretch the cups when trying the garment on.
- Ensure you and your customer have discussed sizing and are certain the correct size is being purchased.

Note to Stylists / Customers

All items are reviewed by our warehouse return department first and then sent to our Return & Exchange Management team for the final decision on approval/rejection.

All items are then returned to customers (at Ruby Ribbon's expense) & they are notified via email of this decision (with stylists on copy). This email will include the reason for the item being rejected as well as images indicating the issues found.

THANK YOU!

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