

return/exchange info:

We are happy to offer an exchange or credit for any items that are not completely satisfactory. All returns must be mailed within 30 days of delivery date, please allow up to 5 business days for in-house processing. For returns received 30 days after delivery date a merchandise credit will be issued. Exchange requests can be made for an item with the same or lesser value and will be fulfilled according to availability. Sale items or items purchased using a discount code are issued an exchange or store credit only.

In your return package, please include a copy of your receipt with the return and/or exchange request portion completed.

Please ship your return to the fredflare.com warehouse at fredflare.com RETURNS 300F Kingsland Ave, Brooklyn, NY 11222 USA. For your protection, we recommend shipping via insured/certified mail or UPS/FedEx ground service, so you have a record of the return. Goods must be returned in perfect condition, so please handle items with care. NOTE: fredflare.com is not responsible for shipping costs for returns, exchanges and/or edited orders; however, if you are in the New York area, we do accept web returns to our store location.

We will credit the account and/or make exchange arrangements upon receipt of goods and will email you a confirmation. Shipping/handling on returned merchandise is non-refundable in most cases. Please note, while we process returns on a weekly basis, each credit card company handles refunds differently so you may want to check with yours to verify when this will appear on your statement. If you have any questions regarding returns or exchanges please feel free to email customer service at info@fredflare.com and someone will get back to you as soon as possible.

I would like a return exchange store credit

return request:

qty	Item description	price	size	reason for return:	office use only:
					D S +
					D S +
					D S +
					D S +
					D S +

A 15% restocking fee will be deducted from multiple item returns over \$200 or a store credit in the full amount will be issued. Please note your option below.

exchange request:					office use only:
qty	item description	price	size	Returning a gift? Please leave us your email address just incase we need to contact you. Thanks! name: email address:	
					SC WW SO PRE
					SC WW SO PRE
					SC WW SO PRE
					SC WW SO PRE

store credit request:

Please fill out the form below for your store credit request.		office use only:	
name:		UPS/USPS return	
order#:		<input type="checkbox"/> p/u no show	
email address:		<input type="checkbox"/> failed delivery 3x	
		<input type="checkbox"/> no adult sign.	
		<input type="checkbox"/> customer refusal	<input type="checkbox"/> return
		<input type="checkbox"/> wrong address	<input type="checkbox"/> exchange
		<input type="checkbox"/> postage	<input type="checkbox"/> store credit
		<input type="checkbox"/> custom	<input type="checkbox"/> pre order
special request:		date received (SRP)	Initial
		date processed (CSD)	Initial

return information

Sale items or items using a discount code are issued an exchange or store credit only. Returns are accepted only within 30 days of order arrival. For additional information please refer to back of receipt.

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