

Return Form

Please include this form with your return/exchange to:

UrbanOG.com Returns
15469 Dupont Ave
Chino, CA 91710

If you have any questions contact us at:

info@urbanog.com

Toll-Free (866)961-8880

Customer Service hours are Monday through Friday, 9am to 4pm Pacific Standard Time.

Order ID: _____ Order Date: _____

Return Exchange New order ID: _____

Customer name: _____ Phone: _____

Billing address: _____ City: _____ State: _____ Zip: _____

Select a method of refund: Original payment method UrbanOG Store credit

Item Sku (Style, Size, Color)	Qty.	Reason for Return	Price

Return Policy:

UrbanOG.com wants you to love what you ordered. If something is not right, let us know. UrbanOG.com has an unconditional return policy. Returns must be in its original, UNWORN condition, within 30 days of purchase.

Please include the reason for the return. Shipping fees are non-refundable for returns. You must include the original invoice along with the returned merchandise in order for us to process your return quickly. Please remember to include the order number.

If you received the wrong or defective item(s), please contact us first.

UrbanOG.com reserves the right to request for photos of the wrong item shipped to you.

Damage/Defective items please email us at: rma@urbanog.com

Exchange Policy:

Fashion items / styles turn over rapidly; Therefore, UrbanOG.com cannot hold any item(s) for customer exchanges. If you would like to exchange an item, please follow the instruction below: (all exchanges and return are honor within 30 days of purchase)

1. Find the item you wish to exchange for.
2. Purchase it like a brand new order, checkout & PAY for it immediately.
3. You will have a new order number for the new purchase.
4. Return the unwanted item along with original packaging and invoice to us. Please check "Exchange" & write the order number of the new purchase.
5. Please use protective box or wrap with thick paper. Item(s) received unwrapped or without the original box will be subject to a 15% restocking fee.
6. We will issue you a FULL refund including Shipping fees on the initial order (Shipping fees for the NEW order will not be refunded) once we receive the return.

Refunds are processed within ten (10) business days of receipt of package. Customers are responsible for the return shipping.

UrbanOG.com recommends you to ship your package with insurance using a trackable shipping method.

Items with a price of \$10 or less are FINAL SALE.

All Accessories, Swimwear, Beauty/Cosmetic, Halloween Costumes, Lingerie, Intimates are FINAL SALE.

ALL SALES ARE FINAL ON INTERNATIONAL / CANADA ORDERS

See full policy on www.urbanog.com

For Office Use Only				
Date	Tax (CA only)	Shipping fee	Promotional code	Total refund