

Returns & Exchanges

1 Customer Info



- All returned items must be unwashed, unworn, and sent along with this form within **45 days** of the invoice date.
- FINAL SALE items are not eligible for returns, exchanges, or refunds.
- SALE items can be returned for store credit or exchange only; no refunds to your original payment method.
- If items arrived incorrect or damaged, contact yourbuds@soulflower.com for assistance first.

Invoice # _____ Invoice date _____

Name _____

Email _____

Phone # _____

Notes/Comments:

Special COVID-19 Policies:

- **Expect delays:** All packages we receive will enter a 7-day quarantine period before we open them. Most requests are taking up to 2 weeks to process.
- If items you request in exchange are out of stock at the time of processing, you'll receive a refund instead.

2 Items you're returning

Product Code	Color	Size	Product Name	Price	Reason*	Select one:		
						Exchange (fill out Step 3)	Refund my original payment method	Refund me via Store Credit
						<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
						<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
						<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Reason for Return:

1 - Fit/sizing 2 - Not my style 3 - Damaged/defective 4 - Wrong item shipped 5 - Different than expected 6 - Other

3 Items you want in exchange

We'll cover the cost of shipping your new exchanged goods!

Product Code	Color	Size	Product Name	Price

If we are unable to fulfill your exchange request because the item you want is out of stock, you'll get a refund instead:

For Regular priced returns: You'll receive a Refund to your original payment method + Free Shipping coupon for your next purchase.

For SALE price returns: You'll receive a Refund via Store Credit + Free Shipping coupon for your next purchase.

If your exchanges cost more than your returns, we'll bill your original payment method unless you specify otherwise below:

Select one:

- Bill my original payment method
- Please call me for a different payment method
- Send me a PayPal request for the amount I owe

PayPal email _____

4 Mail it back

You are responsible for the cost of return shipping to Soul Flower for returns and exchanges. How would you like to ship?

Select one:

- I'll use the enclosed prepaid return label
For refunds: Soul Flower will deduct \$6.95 from your refunded amount.
For exchanges: Soul Flower will bill \$6.95 to your original payment method unless you request to pay via PayPal below:
 Yes, send me a PayPal request for \$6.95
PayPal email _____
- I'll buy my own postage (at USPS, UPS, etc)
We recommend that you purchase delivery confirmation for your return package. Soul Flower is not responsible for lost return packages.

Send to:

Soul Flower, Attn: Returns
801 Boone Ave N, Golden Valley, MN 55427

We'll email you after we process your return.
Thank you for your patience!