

## Return Policy

We want to keep our customers happy. So, if you are unsatisfied with your purchase, we will do all we can to make it better for you!

Please read all policies thoroughly so that you can make an informed purchase. Thank you for your interest in shopping with us, we appreciate your business!

**Returns:** All orders placed under promotion or with the use of discount codes is final sale. There are no exceptions. Accessories, clothing, candles, furniture and lighting are all final sale. There are no exceptions. All clearance/sale/promotional items are final sale. There are no exceptions. We do not honor refunds. You may exchange an eligible order for store credit only. All returns are processed for a store credit of the purchase price of the item/s.

**Return instructions for online and in person orders:** All shipping fees are excluded from merchandise credit should a customer choose to return an item. Feel free to process the return in store. Return shipping is the responsibility of the customer. If purchased in store, please return the item to the store in person.

You must email [solanaonbroadway@gmail.com](mailto:solanaonbroadway@gmail.com) for return approval for online orders. Please include your order number in the initial email. Merchandise must be returned within 10 days of receipt. Merchandise must be unworn.

**Store credit:** store credit can only be used online at [www.solanaonbroadway.com](http://www.solanaonbroadway.com) or instore at Solana Boutique. It will be issued in the form of a gift card via email or a physical card in store. It cannot be used in the event space or The Loft upstairs. Store credit is non-transferrable. Store credit will be processed within 24-48 hours. Maintain track of your return parcel. Store credit does not expire.

**Damages:** in the unfortunate circumstance that you receive a damaged item, you must send in an inquiry within 3 days of receipt of the item so that we can resolve the issue immediately. You have 7 days from the initial inquiry to provide all supporting evidence for a refund to be honored. Return shipping will only be refunded if the item was damaged or shipped incorrectly.

Ship to Solana Boutique: 120 E Broadway, Excelsior Springs MO 64024

If you have any questions, please feel free to contact us at [solanaonbroadway@gmail.com](mailto:solanaonbroadway@gmail.com)

Thank you for shopping Solana Boutique!