

Return/Exchange Policy

clothing for all children

Thank you for your order!

Quality is our highest priority. We guarantee our merchandise to be free of manufacturing defects and will accept any defective item for refund or exchange.

General Return Policy

Soft items purchased at full price are returnable/exchangeable within 30 days of purchase as long as they are in new, unworn/unwashed condition and still have the original tags and packaging. Any damages must be reported within 30 days of purchase for a refund and/or replacement.

Sale Item Return Policy

Items purchased on sale are not eligible for returns or exchanges.

How to Return or Exchange Your Item(s)

You must send the item back to us at the address below using any traceable method. Please send your return to us in a postage-paid package via United States Mail, Federal Express, United Parcel Service or another recognized carrier using a delivery tracking and confirmation services, and please retain your receipt. Once we receive your package, we will promptly exchange or refund it in the same form as the original payment. There's no additional shipping and handling charges on exchanges; we'll just ask that you pay for the return postage. Please allow up to 30 days for exchange/returns processing.

If you do not have the packing slip, please fill out the attached form and include it with your return.

Thank you,

Soft Customer Service Team

Our return address is:

Soft, LLC, Receiving Dept.
807 Airport Access Rd., Unit D
Traverse City, MI 49684

We are not responsible for product returns that are damaged or lost in transit. Failure to return a product within the applicable return period (30 days) will be deemed to be an acceptance of the product. Please allow up to thirty days after our receipt of the returned product for us to credit your account.

If you have any questions regarding returns, please feel free to contact one of our customer service representatives at customerservice@softclothing.net.



Customer Return/Exchange Form

Your Name: _____ date: _____

Order # _____ Daytime phone number: _____

email: _____

RETURNS: please check here if you received this item as a gift

ITEM NUMBER	DESCRIPTION	COLOR	SIZE	QUANTITY	PRICE \$	RETURN REASON CODE

RETURN REASON CODES:

- 1 item is too big 5 ordered multiple sizes 9 other_____
- 2 item is too small 6 damaged in shipping
- 3 do not like color 7 shipping error
- 4 do not like style 8 construction flaw

REPLACE/EXCHANGE WITH:

ITEM NUMBER	DESCRIPTION	COLOR	SIZE	QTY	PRICE
					\$
					\$
					\$
REPLACEMENT/EXCHANGE TOTAL					\$
RETURNS TOTAL					\$
TOTAL					\$

PAYMENT (if exchange value is greater than original item, please charge my card as follows):

Name on card _____

mc/visa _____ exp date _____

amex _____ exp date _____

BILL TO ADDRESS:

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____

SHIP TO ADDRESS (IF DIFFERENT FROM BILLING):

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____