

Hannah Kate, LLC.
 2776 BM Montgomery Street
 Homewood, AL 35209
 Phone 205-871-6362

Return Form
 www.hannahkateclothing.com

Your Name: _____
 Address: _____
 City: _____ ST: _____ Zip: _____
 Phone: () - _____

| Invoice Number | Hostess' Name |
|----------------|---------------|
| | |

| <i>Item Name & Reason for Return Indicate damage or mis-sizing problem. Indicate the exchange garment.</i> | Price for Item x .20 = amount owed for restocking fee | TOTAL |
|--|---|---|
| 1. Exchange or Reason for Return (by number below): _____ | (Gift Certificate will be awarded less 20%) _____ x .20 = | Certificate \$ _____ |
| 2. Exchange or Reason for Return (by number below): _____ | (Gift Certificate will be awarded less 20%) _____ x .20 = | Certificate \$ _____ |
| 3. Exchange or Reason for Return (by number below): _____ | (Gift Certificate will be awarded less 20%) _____ x .20 = | Certificate \$ _____ |
| 4. Exchange or Reason for Return (by number below): _____ | (Gift Certificate will be awarded less 20%) _____ x .20 = | Certificate \$ _____ |
| | | Total of Certificate \$ _____ |

Signature: _____

Reason for Return:

- | | |
|---------------------------|-------------------------------|
| 1. Received wrong garment | 4. Received damaged or soiled |
| 2. Too large | 5. Defective |
| 3. Too small | |

Return Policy: Must return this form within 10 days of receipt of your order in order to process your return. If not returned within 10 days we have the option to not accept your return.

1. No returns on personalized items or items with shrinkage as these are not manufacturing issues. (see Special Information below)
2. **Manufacturing Defects or Errors:** Please return the item to our office within **10 days** of receiving your clothes. The 20% restocking fee and return shipping fee will be waived. Please indicate on your return form if you want a refund for the garment, a replacement garment or a gift certificate to be used within one year of issue date. Due to the custom nature of our items, deviations within reason (1/2" is standard) from the size chart will not be considered a defect.
3. **Sizing Issues:** Please return item to our office within **10 days** of receiving your clothes. Exchanges and Returns for personalized items will not be accepted even for sizing issues. The customer is responsible for the return shipping cost, both ways. Due to the custom nature of our items, please allow 3-4 weeks from the time the exchange is received by us for the new size(s) to be re-made. Sizing Returns are only eligible for **Gift Certificate only, minus the 20% restocking fee.** since we have provided both samples in the trunk and measurements.
 - a. If you want another garment made please indicate which garment you want and enclose a 20% restocking fee by check or we can charge your credit card. We can't process your exchange if you neglect to include the restocking fee.
 - b. If you want a gift certificate for the garment for amount paid less 20% please indicate by circling that choice by the item and you can use that certificate at the next Hannah Kate show you attend within one year of issue date.
4. Fabric substitutions or refunds may have to be applied due to limited quantities of certain fabrics.

Special information

- We have conducted testing on our fabrics to determine bleeding and shrinkage. Please wash all our garments in cold water, mild detergent, and hang to dry. All the monograms, embroideries, appliques and other add-ons will last longer if you treat with care.
- Be cautious of extra additives applied to garments or the wash when washing our garments. We have had particular concerns with Tide and any product with OxyClean.
- Appliques always fare better when hung to dry.
- Never use an iron on metallic monograms.
- No need to call for returns on items (excluding personalized items). Simply fill out this form and return the item to our office for prompt attention.

Please understand that Hannah Kate's philosophy of custom made clothes is one of the reasons our company is unique when compared to other trunk shows. Our choices are so varied that it is easy for each customer to design a garment unlike any other customer. With approximately 25,000 garments processed every season, there are probably no more than 10% of those items that are identical.

Please note that as your order is entered occasionally a mistake can be made with regards to fabric, size or trim. It is difficult for us to detect these errors as we did not personally take your order. Please know that we put forth every effort to make sure your order is correct.