



RETURN POLICY

Your satisfaction is our number one priority. If you are not happy with your purchase, you can return the item(s) for a Return or Exchange by filling out this [form](#). Please make sure that your Return or Exchange is compliant with the corresponding Policy.

Return Policy:

Please contact us via phone or email within 7 days of receiving your order to report a Return. Absolutely no returns will be accepted for any reason later than 14 calendar days from the date you receive your order. This date will be determined by when the package is listed as "delivered" by the shipping service provider. Returned items must be in their original condition and original packaging with tags and sanitary protection intact (NO EXCEPTIONS). Shoes must be in original box & box may not be used as the shipping box. Health regulations stipulate that clothing that is soiled, worn, damaged or laundered is considered to be in "other than new condition" and cannot be returned. As lingerie and swimwear is delicate by nature, we offer no warranty once the tags are removed. Once the tags are removed, the merchandise is yours (NO EXCEPTIONS). Lingerie sets will only be accepted in their entirety. Incomplete sets will not be processed as a return.

- Items received with the original packaging damaged or missing will be charged a 15% restocking fee.
- Clearance items will only be accepted for an exchange, no refunds will be given.
- All sales are final on the following items: panties, hosiery, gifts, pasties, eye lashes, Christmas costumes and accessories (NO EXCEPTIONS).
- All Halloween Costumes are non-refundable or exchangeable after October 20th. All Musotica items are also final sale; no returns or exchanges can be made. Please check the size carefully when you purchase Musotica items.

Please contact us if you have any questions or concerns and we will be happy to help you make a right choice. If you received Free Shipping on your original order you will be responsible for a flat rate shipping charge of \$15.00. This amount will be subtracted from your eligible refund on your return item(s). Your refund will be made within 30 calendar days from the date we receive your return. Please feel free to contact us at any time to check the status of your return.

Exchange Policy:

Please contact us via phone or email to notify us of your desired exchange within 7 days of receiving your order. Absolutely no exchanges will be accepted for any reason later than 14 calendar days from the date you receive your order. This date will be determined by when the package is listed as "delivered" by the shipping service provider. We will accept your exchange provided the item is returned in the original package with the tags in place and no signs of wear. Health regulations stipulate that clothing that is soiled, worn, damaged or laundered is considered to be in "other than new condition" and cannot be returned. Once the tags are removed, the merchandise is yours (NO EXCEPTIONS).

- Items received with the original packaging damaged or missing will be charged a 15% restocking fee.
- All sales are final on the following items: panties, hosiery, gifts, pasties, Christmas costumes, eye lashes and accessories (NO EXCEPTIONS).

Exchanges are dependent on current stock availability. In the event the item you requested for an exchange is backordered, we will notify you of the possible delay. We will also contact you if the item has been discontinued and we are not able to fulfill your request. Once the return item is received, the exchange order will be processed and shipped as soon as possible. You are responsible for any return freight charges as well as the reshipment charges for your exchange order.



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Please Note:

Shipping and handling charges are not refundable for Returns or Exchanges. Any Return or Exchange received without prior notification will be shipped back at your expense.

If a package is returned to us as "unclaimed" or "undeliverable" by the shipping service provider, you will be charged the cost of re-shipment.

Sexy Lingerie will not be responsible if the merchandise you ship back to us is lost in the mail. We strongly recommend that you use certified or insured mail, with a tracking number or delivery confirmation, as we cannot be responsible for items lost in the mail. We also reserve the right to refuse service to anyone who, in our opinion, makes excessive returns and exchanges.

Shipping Information

Using the original box, or something similar, please ship your items and this form to:

Sexy Lingerie
ATTN: EXCHANGE/RETURN DEPARTMENT
5858 Edison Place,
Carlsbad, CA 92008

Processing

Once we receive your returned item, upon inspection of the item, we will contact you to inform you of your refund or provide you information on your exchanged item. Please allow 30 days for your request to be processed.

RETURN FORM: (You MUST include your ORDER NUMBER on this form)

Today's Date: _____ Contact Number: _____

Your Full Name: _____ Order Number: _____

Return for Exchange ☐ Return for Refund ☐

Qty	Item Code	Product Code	Unit Price	Size	Color	Reason for returning

Comments: