

Refund Policy

Our policy last 30 days. If 30 days have gone by since delivery, unfortunately, we can't offer you a refund or exchange.

Order was delivered after 01/01/20, refund request was made 01/18/20... within 30 days.

To be eligible for return, your item must be unused and in the same condition that you received it in. It must also be in the original packaging.

This statement is contradicted by the "Our Promise" statement (attached) even though the requirement has been met as the product IS unused AND in the same condition as when received.

Only **Regular Priced** items may be refunded, **Sale Items** may ONLY be refunded for store credit.

Our purchase was NOT listed as a Sale item (see attached Order Summary)

To complete your return, we require a receipt or proof of purchase.

This requirement has been met

Please Contact our support team for the return process.

This requirement has been met

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item.

We will also notify you of the approval or rejection of your refund for store credit.

This condition is misleading as the company stated in a prior email that the product must be returned to the country of origin

If you are approved, and your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 5 business days.

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company it may take some time before your refund is officially posted.

If you've done all of this and you still have not received your refund yet, please **Contact Us**.

You will be responsible for paying your own shipping cost for returning your item unless the item is defective. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchange product to reach you may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance.

OUR PROMISE

We stand behind everything we sell. If for whatever reason you decide you are not satisfied, you can easily and quickly contact our helpful support team to get an easy refund. We just ask that you give the product a one-week try (if still not satisfied) we'll refund you, no questions asked.

This EXACT statement appears on the Visual Vintage website and is a misrepresentation of fact considering ALL of the Refund Policy requirements have been met, yet Visual Vintage continues to refuse to authorize the refund. In fact, prior emails from Visual Vintage "discouraging" return due to shipping concerns and offering a partial 30% refund is manipulative and is in no way supported by any known policies published by Visual Vintage.

Order summary



VV® Comfy Winter Cashmere Pants x 1
Dark Grey / S (24-26in Waist)

\$44.99

Subtotal

\$44.99

Shipping

\$5.95

CA State Tax

\$3.26

Total

\$54.20 USD