

# LAGOS

## RETURNS AND EXCHANGES

We will accept a return or exchange of any unworn item purchased on LAGOS.com within 90 days of the original invoice date. Gift cards are not returnable. Original shipping and return shipping charges cannot be refunded.

Please note: gift cards, engraved, or special order items are final sale and may not be exchanged or returned.

### STEP 1: RETURN / EXCHANGE INFORMATION

Item #	Description	Qty	Return or Exchange?	* Reason #

**\* REASON FOR YOUR RETURN / EXCHANGE**

1	Does Not Fit	3	Damaged / Defective	5	Not As Pictured Online
2	Changed Mind	4	Received Incorrect Item	6	Other, Please Specify:

### STEP 2: IF THIS IS A RETURN Select the person that is returning the item below:

**Purchaser (Refunded to original form of Payment):**

*provide gift giver contact information*

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**Recipient (Refund issued in form of a gift card):**

*provide your contact information*

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### STEP 3: IF THIS IS AN EXCHANGE Please provide the new style and size you would like to receive for the exchange.

For international exchanges, your order will be processed as a return, and you will have to place a new order.

If the contact information is different than the Purchasers, please provide your information below:

Item # and Size:

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Name:

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Email Address:

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Mailing Address:

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### STEP 4: SHIPPING

USA: Please include this packing list and use the provided pre – paid UPS shipping label.

INTERNATIONAL: Orders shipped internationally will not include a pre-paid UPS shipping label. Please return package to:

**441 N 5th Street, 4th Floor  
ATTN: Customer Returns  
Philadelphia, PA 19123  
USA  
1-877-925-4305**

### STEP 5: CONFIRMATION

You will receive a confirmation email on receipt of your return or exchange. Allow 7 – 10 business days for the credit to be applied to your account.

### ALTERATIONS & SIZING

LAGOS jewelry can be altered & custom tailored to ensure a perfect fit. If you would like to have your item sized, contact [customercare@lagos.com](mailto:customercare@lagos.com) or 1-877-925-4305 Monday through Friday, 8:30 AM – 7:00 PM EST.

For more information, please visit: [lagos.com/alterations-size-guides](http://lagos.com/alterations-size-guides)