

Return & Exchange Form



We hope you love your new items from The Cinnamon Tree! If something isn't right with your online order and you meet the terms of our return/exchange policy, please return your items and this form back to:

The Cinnamon Tree
305 Spring St
Herndon, VA 20170

RETURN/EXCHANGE POLICY:

- Clothing, shoes, and accessories can be returned for store credit or exchange within 14 days. Clearance and sale items are FINAL SALE.
- We will not offer store credit or exchange on shoes showing any signs of wear and they must be in the original packaging. All clothing items must have the tags attached and show no signs of wear (ex: no deodorant marks, pet hair, etc.)
- Undergarments, tights, and any item we order specifically for you are NOT returnable or exchangeable for any reason.
- The Cinnamon Tree is NOT responsible for any item that becomes damaged after 14 days of sale. We are happy to provide you with the manufacturer's information.
- All alterations (sewing, 3/4ing the shank, etc.) are not eligible for store credit or exchange. If something needs to be changed after the alteration, there is a fee.

Send the items back to us within 14 days of delivery. You will receive your store credit via e-gift card to the email address on the order.

Shipping fees are non-refundable. We are not responsible for return shipping costs.

Name: _____

Order Number: _____

Email: _____

I would like to: ☐ Exchange ☐ Return for store credit

Reason Codes:

- A. It's the wrong size
- B. It's the wrong color
- C. I don't like the style
- D. I don't need it anymore
- E. Faulty (please specify below)

FOR EXCHANGE OF ITEM:

Please provide credit card for price difference of item and/or shipping costs to mail item(s) back to you.

Credit Card Number: _____

CVV Code: _____

Expiration Date: _____

Billing Zip Code: _____

ITEM(S) YOU'RE RETURNING

ITEM NAME	SIZE	REASON CODE

ITEM(S) YOU'D LIKE TO EXCHANGE FOR

ITEM NAME	SIZE	COLOR (IF APPLICABLE)

THANK YOU FOR YOUR ORDER!