



RETURNS & EXCHANGE POLICY

All returns or exchanges must be made within 21 days from the date of the original receipt. Simply follow the instructions below and we will process your refund or exchange as soon as possible.

Returns

All returns must be accompanied by the following items:

1. Original receipt or invoice (receipt received with your order)
 2. Send an e-mail to returns@tweela.com to request for an (RMA)#
- The item(s) being sent back must be in its original condition (unworn, free of any odors or fragrances, and with its original tags)
 - ALL RETURNS ARE VERIFIED FOR RMA#. Any package missing an RMA# will be refused and returned to sender. Packages containing expired RMA#s may be refused and returned to sender at sender's expense. Return packages must be post marked within five (5) business days of the RMA# issue date.
 - All non-damaged item returns require a 15% restocking fee. Shipping and handling, as well as any state sales taxes are excluded from any refund calculation. Merchandise received seven (7) days past RMA expiration date will be subject to a 25% re-stocking fee of full purchase price. RETURNS RECEIVED 14 DAYS AFTER THE RMA ISSUE DATE, WILL BE CONSIDERED "EXPIRED" AND SHALL BE SUBJECT TO REFUSAL AND RETURNED TO SENDER AT SENDER'S EXPENSE WITHOUT ANY REFUND.
 - We will issue a credit for the returned item(s) within 7 business days of receipt. Please allow 2-3 weeks after you ship your return for the credit to post to your account.
 - Original shipping & handling charges are non-refundable and return shipping and handling charges are non-refundable

Exchanges

All exchanges must be accompanied by the following items:

1. Original receipt or invoice (receipt received with your order)
 2. Exchange Request Form
- The item(s) being sent back must be in its original condition (unworn, free of any odors or fragrances, and with its original tags).
 - We will ship your exchange(s) free of charge within 7 business days of receipt. Please standard delivery time (7 – 14 days) for your items to arrive once they are shipped.
 - Exchanged items are considered as "Final Sale" and will no longer be accepted for return or exchange.

Damaged Goods

- All returns and exchanges for damaged good require an RA (return authorization) number.
- Claims for damages must be made within 21 days from the date of the original receipt.
- Damaged items must be in their original condition (unworn, free of any odors or fragrances, and with its original tags).
- Any returned items which do not conform to the above guidelines will be shipped back to your at your own expense.
- Please collect all required documentation and mail your returns to:

TWEELA.COM (Returns Department)
110 E 9th St. #B1131
Los Angeles, CA 90079

Please note that you are responsible for tracking and insuring the return shipment. We suggest using a carrier that offers a tracking option in order to make sure we receive your return.

