

Refund policy

U.S. Return Policy

Shop A.M. Boutique gladly accepts returns or exchanges of unworn, unwashed, undamaged, unaltered, or defective merchandise purchased online that shipped to a U.S. address for a store credit within 30 days from the date your order shipped. You can start your return by signing into your account on www.shopam.online or sending an email to shopamonline@gmail.com.

Shop A.M. Boutique offers exchanges for the same item in a different size when we are notified of the request within 30 days from the date your order shipped. You can start your exchange by sending an email to shopamonline@gmail.com.

Items damaged or defective may be returned by contacting Customer Care shopamonline@gmail.com within 3 DAYS of delivery.

Final sale items cannot be returned or exchanged. The following is a list of FINAL SALE items:

- Monogrammed
- Personalized
- Lingerie
- Jewelry
- Face Masks
- Hair Accessories
- Hosiery
- Mystery Bags
- Doorbusters
- Liquid product (i.e., hand sanitizer, body lotion, etc.),
- Items Marked Final Sale

Please note: Orders CANNOT be changed, modified, or canceled after checkout.

Defective Items

- If you have received a defective item, please contact Customer Care shopamonline@gmail.com within three days (3) to inform us of the issue. If we are not notified within three days of receiving the item, it will no longer qualify for a return or replacement. You must include a photo of the damage/defect with your email.
- We are not responsible for damages to clothing caused by improper care or handling, or incorrect sizing.
- Exact colors of merchandise may vary due to photography lenses, indoor/outdoor lighting, and computer monitor resolutions. Clothing patterns may also vary. These situations do not qualify as defects, and the buyer will pay return shipping if a return to our warehouse is attempted.

Returns

Ship Your Return

- Start your return process signing into your account on www.shopam.online or sending an email to shopamonline@gmail.com. The cost of return shipping, \$6.00 for any number of items, will be deducted from your store credit if you use the return label provided by Shop A.M Boutique.
- You can place multiple return orders into one package to return. In order to ensure you receive the correct return credit amount, you **MUST** request a return authorization request for each order/item you are sending back. You must include the return authorization slip and the invoice for **ALL** orders/items being returned.
- Shoe boxes must be encased in another box for shipping to protect the items. If you send shoes back with stickers and return labels directly on the box, or if the shoe box is damaged, we will not accept a return.
- Once we receive your return, we will refund the purchase amount to you and sent notification to your email address.
- Please allow up to two weeks for your return to be processed

Returning a Gift

- Start your return process signing into your account on www.shopam.online or sending an email to shopamonline@gmail.com.
- The cost of return shipping, \$6.00 for any number of items, will be deducted from your store credit if you use the return label provided by Shop A.M. Boutique.
- You can place multiple return orders into one package to return. In order to ensure you receive the correct return credit amount, you **MUST** request a return authorization request for each order/item you are sending back. You must include the return authorization slip and the invoice for **ALL** orders/items being returned.
- Shoe boxes must be encased in another box for shipping to protect the items. If you send shoes back with stickers and return labels directly on the box, or if the shoe box is damaged, we will not accept a return.
- Once we receive your return, we will refund the purchase amount to you and send you notification to the email address you designate when processing your return.
- Please allow up to two weeks for your return to be processed.

FAQS

How long does it take to process the return?

- Please allow up to two weeks (14 Business Days) from the date you mail your item(s) back for your return to be delivered and processed. We will send you an email confirmation when your return arrives and a separate email confirmation when your return is complete.

How long does it take to receive my refund?

- Once you receive your email indicating your return has been processed, you can expect to receive a refund and send you notification to your email address on file within 24 hours.

Is there a return fee?

- If you use our pre-paid return label, the cost of return shipping is \$6.00 for any number of items and will be deducted from your store credit. You may also choose to mail the item back using your own insured, traceable method.

How do I request a return label?

- Start your return process signing into your account on www.shopam.online or sending an email to shopamonline@gmail.com. to receive a return label.

Do you offer price adjustments?

- Due to our limited quantities and high demand for our products, we cannot offer price adjustments on any items. Returned merchandise will be processed for a refund only.