

## TERMS AND CONDITIONS

### CONTACTING LUCY VOSS

By phone: 972-219-7700 during the following hours: Monday – Friday, 10 am – 5 pm Central Standard Time.

By email: [customerservice@lucyvoss.com](mailto:customerservice@lucyvoss.com). One of our customer service experts will respond to you as soon as we can. We do our best to answer emails Monday through Friday. Most inquiries receive a response within 1-2 business days.

### RETURN POLICY FOR MERCHANDISE PURCHASED AT STORE (NOT ONLINE)

Returns will be honored within 14 days of product receipt for exchange, credit or refund for the full purchase price on regular merchandise. We do not accept returns of sale merchandise. Items must be in original unused condition with all tags and packaging attached. Shoes must be returned new, unworn and in their original, undamaged shoebox as this is considered part of the product sold.

### RETURN PROCESS FOR ONLINE PURCHASES

.Please contact [customerservice@lucyvoss.com](mailto:customerservice@lucyvoss.com) in order to request a Return Authorization and a Return Authorization Number.

.Once you have received a Return Authorization Number, please send your original sales receipt along with all items including any attachments, trim , belts, etc. to :

ATTN: Lucy Voss Returns

Lucy Voss

The Shops At Highland Village

4131 Deer Creek, Suite N120

Highland Village, TX 75077

.Unworn, undamaged merchandise must arrive at our business address within 30 days of purchase. Merchandise must be returned in the original condition and with all tags attached.

.Shoes must be returned new, unworn and in their original, undamaged shoebox as this is considered part of the product sold.

.Please note that all sale merchandise is final sale and not returnable or exchangeable.

.Once we receive the goods, in the original condition, your original form of payment will be credited.

.You will be notified via email once this transaction/refund has taken place. Please note that your banking institution may require additional days to process and post this transaction to your account once they have received the refund request from [lucyvoss.com](http://lucyvoss.com).

.For returns, please only use the method indicated above.

## EXCHANGES

Due to the select, limited nature of our merchandise, Lucy Voss regrets that we cannot guarantee availability of merchandise for exchanges. Please contact [customerservice@lucyvoss.com](mailto:customerservice@lucyvoss.com) for exchange assistance to ensure that we have additional sizes or product available for you, should you desire to make an exchange.

## DAMAGED ITEMS & WARRANTY

If your item/s arrive(s) damaged, please email us at [customerservice@lucyvoss.com](mailto:customerservice@lucyvoss.com) and our customer care team will help you receive a replacement item or credit. If you are unhappy with your purchase, we will replace it or provide you with a refund. Simply email us at [customerservice@lucyvoss.com](mailto:customerservice@lucyvoss.com).

## PAYMENT OPTIONS

Lucy Voss accepts U.S. issued Visa, Mastercard, American Express credit cards. Lucy Voss does not accept money orders or cash on delivery (COD). Lucy Voss gift cards are available for purchase and redemption in the store and on LucyVoss.com.

## CHARGES & CREDIT HOLDS

Credit cards are charged at the time the order is placed.

## SHIPPING

We offer FREE Standard Ground shipping to the contiguous 48 states, unless otherwise noted in the description field for each item.

Standard Ground = FREE!

Alaska, Hawaii, Puerto Rico  
Standard Ground = Not Available

.We ship via FedEx Monday – Friday.

.If you order multiple items, your order may arrive in multiple shipments, however you will only be charged once for shipping costs.

.Shipping times are as follows:

FedEx Standard Ground = Delivery in 3-5 business days after processing

FedEx 2<sup>nd</sup> Day = Delivery in 2 business days after processing

FedEx Next Day Air = Delivery the next business day after processing

.Apologies, but we do not offer: Saturday or Sunday delivery; Delivery to P.O. Boxes or Military Post Offices; Ground shipping to Hawaii, Alaska, or Puerto Rico

.Once you have placed your order, we will select and ship your item/s from our store. The time in which your order is processed depends on the day and time you

place your order, your chosen shipping method, and how busy our customer service experts are at the time of your order. Please see additional details below. Standard Ground Orders typically ship within 72 hours from the time they begin processing, pending availability and credit card verification. For Priority Shipments (2<sup>nd</sup> Day and Next Day Air), orders placed Monday through Friday before 1 pm Central Standard Time (excluding holidays) will begin processing the same business day received. Orders placed after 1 pm (excluding holidays) will begin processing the next business day.

.You will receive an order confirmation email within 24 to 48 hours of checkout/purchase. This email will tell you that your order was received. You will receive a shipment confirmation email when (or soon after) your order ships. This email will include a FedEx tracking number. It can take up to 48 hours for FedEx to update the status of your delivery.

.If for some reason we are unable to fulfill your order, you will receive an email notifying you that we are unfortunately unable to fulfill your order. Your credit card will be refunded at this time. Please contact your bank about authorization hold concerns.

#### CANCELING OR CHANGING YOUR ORDER

Please contact [customerservice@lucyvoss.com](mailto:customerservice@lucyvoss.com) to find out if it is possible to modify or cancel an existing order. Please be advised that once an order has been finalized, we may be unable to make any modifications to the order including cancellations.

#### SALES TAX

State laws require that we charge applicable sales tax on orders shipped to addresses in states requiring same.