

DESSY GROUP RETURNS

THIS FORM MUST ACCOMPANY ALL RETURNS

RETURNS

- All in-stock dresses are 100% returnable. This includes in-stock bridesmaid dresses, twist dresses and wedding gowns. All returns must be received with the security tag affixed. **Items returned with the security tag removed cannot be credited to your account. No exceptions.**
- All special order dresses are not returnable and all sales are final. If item is defective or damaged in shipment please contact us via email at support@dessygroup.zendesk.com.
- Returns must be initiated within 30 days of receiving your order.
- All returned items must be received back in their original, unworn condition and must include all original packaging with tags affixed.
- A refund will be issued for the purchase price less the shipping charge.
- Credit will only be applied to the original credit card account used for purchase.
- If our warehouse is unable to accept your return, the merchandise will be returned to you without credit.
- Most credits are applied within 5-7 business days of receipt of the item, allowing for processing and inspection time.

EXCHANGE POLICY.

We do not accept exchanges. If you purchased a Dessy Group product and would like to exchange for a different size or style, you will need to return the item/s for a refund and place a new order for the correct item/s. To obtain a free shipping coupon code for your reorder, please contact customer support at support@dessygroup.zendesk.com.

IF ITEM(S) ORDERED QUALIFY FOR A RETURN MAIL TO:
PORT LOGISTICS GROUP
ATTN: THE DESSY GROUP RETURNS
125 DELAWANNA AVENUE
CLIFTON NJ 07014

Complete the information below so that we may process your return. All fields must be completed.

WEB SITE WHERE ORDER WAS PLACED? CHECK ONE: DESSY.COM AMAZON BRIDESMAID.COM

FIRST NAME:

LAST NAME:

EMAIL ADDRESS:

ADDRESS:

ADDRESS (STATE OR PROVINCE):

ZIP / POSTAL CODE:

*ORDER NUMBER (REQUIRED!):

QTY OF ITEMS FOR RETURN:

ITEM STYLE	COLOR	SIZE	DESCRIPTION
1.			
2.			
3.			

REASON FOR RETURN CHECK ALL THAT APPLY: WRONG COLOR WRONG SIZE DID NOT FIT DID NOT LIKE

OTHER:

Please keep a copy of this return request for your records. Dessy Group is not responsible for return merchandise lost in transit. Please obtain package tracking and insurance from your carrier.

***NOTE:** We cannot process returns without an order number.