

# RETURNS

## GUARANTEED TO DELIGHT

We want you to be happy. It's that simple. Reach out to your personal KEEP Collective Designer to get started! Need further assistance? Our customer service team is standing by to assist - via chat, phone or email.

## RETURNS & FREE EXCHANGES

30 days cash, 90 days store credit

If you are not completely smitten with your purchases, you can return unworn items within 90 days of purchase (in resalable condition; excluding final sale items). When you exchange an unworn item for store credit, we'll even cover the shipping!\*

## QUALITY GUARANTEED

We'll always make it right

If you purchased an item and you are not pleased with how a product has worn, simply give your Designer a call and we'll make it right.

## FAST & FLAT-RATE SHIPPING

With delightful packaging

We offer speedy service and \$5.95 flat rate shipping.

# FAQS ON RETURNS

## How do I return an item?

If you're not absolutely delighted with your KEEP Collective purchase, you can return your item(s) for a refund or exchange within 90 days of purchase. We are happy to provide you a credit card refund within 30 days and Store Credit within 90 days. Returns or exchanges are accepted on unworn items in resalable condition.

Sale items, and Display Items are Final Sale and cannot be returned. Contact your KEEP Collective Designer to get your return started. If you are unable to contact your Designer, please contact KEEP Collective Customer Support and a Delight Associate would be happy to assist you!

## Please keep in mind when returning or exchanging an item

Items must be returned in their original packaging and accompanied by an original proof of purchase. This could include your packing slip, a copy of your order confirmation email or a copy of your return confirmation email.

## Was your order missing an item or did your order contain the wrong item?

If so, we ask that you notify us within 14 days from your order date. Items that break prior to wear or have any product defects must be reported within 14 days of receipt to be eligible for a refund, exchange or replacement. We will provide a free pre-paid shipping label for replacements due to order errors or product defects.

## Refunds

We are happy to provide you a cash refund to your credit card within 30 days and Store Credit refund within 90 days. Initial outbound shipping will not be refunded. You will be responsible to pay for return shipping. For your convenience, we are happy to provide a pre-paid return shipping label for you. For cash refunds, if you request the pre-paid return shipping label, we will deduct \$2.95 plus tax from your refund (regardless of whether label is actually used). For refunds to Store Credit, we will provide the return shipping label free of charge. We will also refund your original shipping and tax. With KEEP Collective, you can exchange one item for another absolutely free within 90 days of purchase!

Replacements within 120 days may be returned at no additional charge. To replace an item due to a manufacturer's defect, please contact your Designer who can assist you. You will be provided with a free pre-paid shipping label for a replacement due to manufacturer's defect within 120 days. After 120 days, please contact the Delight Center for assistance.

Timing of Refunds: Your refund will be processed upon receipt of your returned item at our Distribution Center. Once we process your return, your refund will be available 8-10 business days later depending on your issuing bank and/or billing cycle. Did you pay your Designer with cash or check? If so, please contact your Designer as she will need to refund you directly.

Examples of manufacturer's defect:

Non-functional clasp

Abnormal discolorations (beyond normal variations in natural stone colors)

**To return your items to KEEP Collective, simply**

1. Contact your Designer to process the return and request a pre-paid return shipping label (if desired).
2. Place your items to be returned with your packing slip in a box or bubble-protected mailer.
3. Affix your pre-paid return shipping label to the outside of your package or choose your own shipping method. If you choose not to use our pre-paid shipping label, please select a shipping method that allows you to track your package.
4. If using the pre-paid label, place the package in your mailbox, take it to the local Post Office or schedule a time with them to have it picked up from your doorstep.

**What is your Delight Guarantee?**

At KEEP Collective, absolute delight is our No. 1 priority. We take pride in the quality of our products and want you to fall in love and stay in love with them. Our customer-friendly return policy, offering easy returns & free exchanges for 90 days, ensures our customers are always delighted with their purchases.

It's Simple. If you purchased an item and you are not pleased with how the item has worn, simply give us a call and we'll make it right! All our products may be returned for replacement due to a manufacturer's defect, with your original proof of purchase:

Replacements within 120 days may be returned at no additional charge. To replace an item due to a manufacturer's defect, please contact your Designer who can assist you. After 120 days, please contact the Delight Center for assistance. Lost items or items damaged due to normal wear and tear are not covered under our replacement policies.

Please see our Product FAQ's and Materials Questions for tips on how to keep your KEEP Collective items in top condition.

### **Can I edit or update my order once I've submitted it?**

Orders cannot be edited once they have been submitted. However, an order can be cancelled within 90 minutes after the order has been placed. To cancel an order within the 90 minute timeframe, please contact your Designer or the KEEP Delight Center. Unfortunately, after the 90 minute timeframe, we are unable to update any of the order information or cancel it. This includes changing the ship to or bill to address, payment information or adding additional items to your order. Depending on the change you are looking to make, you may need to place a new order and return your initial order.

### **How do I return a product?**

Your Designer will be happy to assist with all your customer support needs including returns, replacements and exchanges.

Within 1 business day of your Designer submitting your return request, she will email you an optional pre-paid domestic shipping label to return your purchase to KEEP Collective.

If you do not have your Designer's contact information, please contact the KEEP Collective Customer Support and we will be happy to assist you.

### **How do I return a Hostess Reward item?**

Your Designer can assist you in processing any returns for items purchased with Hostess Rewards. Any unworn items purchased with Hostess Rewards can be refunded for Hostess Rewards for 90 days. Any unworn items purchased with your 50% off credit can be refund to your original form of payment for 30 days or to Store Credit for 90 days.

### **How do I package my return?**

Simply apply the pre-paid shipping label to the outside of your package. Items must be returned in the original packaging and accompanied with the original proof of purchase. The package in which the items were originally shipped can be reused if the size is still appropriate.

### **Where can I locate a return shipping label?**

Ask your Designer. Upon your request, your Designer will email you a pre-paid domestic return shipping label. This label is optional. If you are requesting a cash refund, the label will result in a \$2.95 plus tax charge if requested (regardless of whether it's actually used) that will be deducted from your refund. If you are requesting store credit or a quality-related replacement, the pre-paid shipping label will be provided free of charge.

### **When will I receive my refund?**

As soon as we receive your returned items at our Distribution Center, we will gladly process your refund. Please allow 5

business days for your return shipment to arrive at our Distribution Center once you drop it in the mail.

Once we process your return, you will see your refund payment after 30 business days depending on your issuing bank and/or billing cycle.

If you paid your Designers with cash or a check, your Designer will need to refund you directly.

### **How do I return a KEEP Collective gift I received?**

Please contact the KEEP Collective Customer Support and we will be happy to help you. A Delight Associate can help you find the order number for the gift and will ask you for the name and/or email address of the gift giver. If the item is returned within 90 days of original purchase we are happy to process an exchange or issue you Store Credit towards a different item.

During the holiday season, any gift received may be returned until January 31st for exchange or refund to Store Credit regardless of original purchase date. If the original order number cannot be located, refunds will be based on the current value of the item.

### **I purchased an item from my Designer's Sample Sale or directly from her table at a Social. Can I return it?**

When purchasing items from a Sample Sale or from a Designer's table at a Social with cash or check, please follow up directly with your Designer. Unfortunately KEEP Collective Customer Support will not be able to assist you. When

Designers sell items off of their table the Delight Guarantee may not apply and this policy will vary with individual Designers.

**I purchased my items with cash or check and would like to return my items. How do I get refunded?**

Since all orders placed online are required to have a valid credit card, your Designer may have used their personal credit card to process the order. If you purchased an item with cash or check please contact your Designer to process the refund. The Designer will manually refund your purchase in your original form of payment of either cash or check.

**How to process a return**

3 easy steps on how to process a return!

1. Contact your Designer!
2. Place items in a package with your packaging slip!
3. You will be refunded once we receive your product back at our warehouse!

Once your return has been received and processed at the KEEP Collective Distribution Center (may take 2-3 days), your payment will be refunded. We'll send you an email confirmation when your refund has been processed.

*Helpful hint: don't forget to ship your original items back within 7 days. The return request will expire if it isn't received in 30 days.*

**Does KEEP offer price adjustments?**

We do not offer price adjustments. Sale prices will be as marked and no price adjustments will be made on previous purchases. All sale items are final sale.

**Any other questions? Please contact your Designer. If you can't reach your Designer, send us an email or give us a call!**

\*When a customer requests a return to Store Credit, KEEP Collective will provide a free pre-paid return shipping label and will also refund the original shipping.

# **DESIGNER RETURN POLICY**

## **PERSONAL ORDERS (25% OFF)**

The standard customer return policy above applies to Designer Personal Orders that have a 25% Designer Discount.

## **PERSONAL ORDERS DURING YOUR SAMPLING PERIOD (50% OFF)**

Shop at 50% off and enjoy FREE returns & exchanges for 14 days; replacements for 120 days. The Delight Guarantee does not apply to Personal Orders with a 50% Designer Discount.

## **BUSINESS SUPPLIES AND DISPLAY ITEMS**

These items cannot be returned.