

## **Shipping and Returns**

Orders are shipped within 1-2 business days. Carrier times vary and are in addition to processing time. We do our best to ship orders the same business day if they are received prior to 2pm PT and if time allows.

We hope you love your items, however, we understand that a return will happen occasionally. Returned items must be received at Refined Vintage Boutique within 10 days of delivery, no exceptions. All items being returned must be unused, must have their original tags attached and must be in their original packaging.

We accept returns for store credit only. We do not issue refunds or process exchanges. No exceptions. Store credit will be given for the purchase price of all eligible returned merchandise. Shipping costs are non-refundable, and buyer pays for return shipping.

All sale items, paint and liquid clear coats are FINAL SALE and cannot be returned. WE STRICTLY ENFORCE THIS POLICY AND STORE CREDIT WILL NOT BE GIVEN FOR THESE ITEMS. Workshops fees are non-refundable.

Please allow 5-7 days for returns to be processed. Keep all tracking numbers to check if the package has arrived as we do not check if returns have been received until they are processed. We will send an email confirmation when the return has been completed, and the store credit has been issued. Store credit can be used in store or over the phone. Store credit cannot be accepted on purchases made through our website. Store credits do not expire!

Please inspect your order immediately upon receipt. If you believe you have received a defective or damaged item, you must contact us within 3 days of receipt. Please send us an email with pictures of the damaged item at [refinedvb@icloud.com](mailto:refinedvb@icloud.com). We will not accept any damage claims made more than 3 days after items have been received. Damaged items must be returned within 10 days, or they will be rejected once they are received.

If you were sent incorrect items or there is an issue with your order please contact us at [refinedvb@icloud.com](mailto:refinedvb@icloud.com)

### CONTACT US

Refined Vintage Boutique  
Mon - Fri 10am - 4pm PST  
(661)-505-7175  
[refinedvb@icloud.com](mailto:refinedvb@icloud.com)

### Return Address:

Refined Vintage Boutique  
27674 Newhall Ranch Rd #15  
Valencia, CA 91355