

Shipping & Returns

Return Policy

If you are not satisfied with your purchase, you can return your purchase within 7 days of RMA# receipt for company credit only. Please understand that we do not offer a refund for your purchases.

Note:

1. You must request a RMA (return merchandise authorization) number within 3 days of receipt before making the return: To request a RMA number simply email us at wearitsatboutique@shaw.ca and request an RMA number. Please be sure to let us know your email address (a) your order number. (b). Style number you would like to return. (c) Why you want to return it. The RMA number, once received, must be written inconspicuous place on the copy of your packing slip.

2. Please note: For a return to be accepted for the FULL amount of item price, items must be in original purchase condition, including the original product packaging and all accessories. Any item that you receive with tags attached must be returned with those tags intact.

3. For any returned packages with failure delivery i.e. multiple delivery attempts, insufficient address information, or delivery refusal, you will be issued store credit for the amount of the purchase, minus original shipping cost and returned shipping cost.

Will I be charged for returned shipping?

If you are returning a purchase due to manufacture defect or receiving the wrong product, you will be reimbursed for the returned shipping cost equal or lesser than the original shipping cost. If you choose to use a return shipping method that exceeds the original cost, you will be responsible for any amount over the original shipping cost.

If returning a purchase due to a manufacturing defect or receiving the wrong product, original shipping is refundable.

Is the original shipping refundable?

If you are returning a purchase due to manufacturing defect or receiving the wrong product, original shipping is refundable.

How do I make an exchange?

There are exchanges with gift Certificates mailed once we received your merchandise. You can also pick up at the store location. Wear It's At Boutique, Mill Bay center, Unit 110, 2720 Mill Bay Road, Mill Bay BC, V0R1L2. Defective merchandise returned with RMA number will be replaced

for the same item and adjustment. If the item is no longer available, a credit will be given for the amount in question.

Order Cancellation

You may cancel your order as long as your order is still in process. Once your order has been shipping, you cannot cancel your order. An item is out of stock. Will you receive it again? We will let you know if you can reorder the item or not. We will let you know when it will be published again when it's available.

How can I track my orders?

You may check your account for a tracking number, Invoice Number, shipping charges, and details of what is inside the box.

How long does it take to ship the merchandise upon ordering?

We usually ship within 2-3 business days when the payment information is received before 12pm PST. However, during slower volume of orders, it may take 48 hours.

The invoices do not match the contents of the box! Help?

If the merchandise is miscounted, contact us immediately to cross-check inventory and resolve the issue.

What is your return policy?

Please refer to our policy section. We suggest you read it before you order. While our volume of returns is insignificant, we do enforce our policies.

Where in the store can I pick up my order?

Once you arrive at the store, one of our store associates will assist you with your order.

How do I unsubscribe from any of your mailing lists?

Please email us at wearitsatboutique@shaw.ca and we will unsubscribe you.