

RETURN/EXCHANGE FORM

Name: _____

E-mail: _____

Order Number: _____ Date Ordered: _____

Address: _____

City/State/Zip: _____

I WOULD LIKE (check one): EXCHANGE REFUND

A. Too Small	B. Too Large	C. Changed Mind	D. Defective	E. Wrong Shipped Item	F. Other
--------------	--------------	-----------------	--------------	-----------------------	----------

REASON FOR RETURN:

If "other" please explain: _____

MERCHANDISE BEING RETURNED:

REQUESTED ITEM (For exchange/replacement of incorrect items):

ITEM NAME	SIZE	QTY	REASON CODE
ITEM NAME	SIZE	QTY	

RETURN/EXCHANGE POLICY: All return/exchange requests must be made within **30 days** of the item’s delivery. **All** items sent back **must** be in like new condition, unworn, unwashed, free of any animal/human hair, free of any odor, with all tags intact. There is no fee to ship an exchange out to you, but darkhub@ does not cover your shipping cost to return the item(s) to us. Please note that the original shipping fee is non-refundable.

Exchanges for a different size or item: Please include this form with your exchange. The original item must first be shipped to and arrive at our location before an exchange can be sent out.

If an item is being returned for refund, please include this form with your return and provide reason code. The item must first be shipped to and arrive at our location before a refund can be provided. Please allow up to 14 business days for the amount to show up on your account after the refund has been processed.

MYSTERY BOXES, BUNDLES, AND INTIMATE ITEMS ARE NOT ELIGIBLE FOR RETURN/EXCHANGE. ALL SALES ARE FINAL.

Swimwear Return/ Exchanges: Swimwear is returnable and exchangeable. All swimwear bottoms and one-piece swimsuits must have the sanitary liner intact for any return or exchange requests.

Footwear Return/Exchanges: Blackcraft provides free shipping labels for returns on footwear. If you need to exchange DH@will cover the shipping cost for the first request, if customer needs to exchange a second time, they will be responsible for shipping cost. DH@does not cover shipping cost for any Pool Slides or Slippers. Contact customer service via email for a return label. We ask that you please do not put the return label onto the actual shoebox itself or tape up the box. Please note that the original shipping fee is non-refundable.

In the case of damaged or incorrect item(s): Please contact hola.gizmouh@gmail.com DH@ will issue a pre-paid return label for all domestic customers via email for damaged or misshipped items. However, we are unable to provide return label service for international customers. For all international customers, please contact us at hola.gizmouh@gmail.com

Please send all returns/exchanges to: Navarra 138, Álamos, Benito Juárez, 03400 Ciudad de México, CDMX