



7501 W. Cermak Rd. Unit M7  
 North Riverside, IL 60546  
 Tel: 1 (877) 442-4530  
 Fax: 1 (708) 409-9104  
 Email: info@hourglassangel.com

**Customer Information**

Please fill out your name, address and order information.

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_  
 State \_\_\_\_\_ Zip \_\_\_\_\_  
 Telephone \_\_\_\_\_  
 Email \_\_\_\_\_

**Order Information**

Invoice # \_\_\_\_\_  
 Date Purchased \_\_\_\_\_

**How would you like us to handle your request?**

- Exchange item/s
- Refund

Please mail your product/s to the address below:

Hourglass Angel Attn: Returns Dept  
 7501 W Cermak, Unit M7  
 North Riverside, IL 60546

**Return Policy\***

Enclose the return form with a copy of your invoice and the product you wish to return. Returns must be received by Hourglass Angel within 30 days of the date you received your order. 10 days should be allowed for postage, so please ensure your return is posted within 14 days of receipt.

**Free Exchanges!**

For your convenience we have included a pre-paid return label in your package. Use this label to return your product for an exchange **FREE** of charge! Simply follow the instructions on the label. If you ship it through another method, we recommend an insured, traceable method. Your exchange will be returned to you with **FREE** standard shipping. Express shipping may be requested at the time of return for an additional cost. Free exchanges are limited to one per order. Please allow 10-14 business days for the exchange item to be shipped back to you.

**Product not what you were looking for? Not sure on sizing?**

Email us at info@hourglassangel.com for help finding the right product or the right size. You can also call us toll-free at 877-442-4530 to speak to one of our product experts. We will gladly assist you in finding the best product for you.

**Easy Refunds**

For your convenience, we have included a pre-paid return label in your package. When we process your return for a refund, a fee will be deducted from your return credit for shipping fees. For orders \$55 and below, a fee of \$7.38 will be deducted. For orders above \$55, a fee of \$9.45 will be deducted. You may also ship it yourself. We recommend using an insured, traceable method.

**Items Returned** (shipping and handling fees are not refundable)

| Product | Style # | Color | Size | Quantity | Reason* | Total |
|---------|---------|-------|------|----------|---------|-------|
|         |         |       |      |          |         |       |
|         |         |       |      |          |         |       |
|         |         |       |      |          |         |       |
|         |         |       |      |          |         |       |

\*Reason Code: (1) Did not fit (2)Wrong Item (3)Damaged (4) Not as described (5)Other: \_\_\_\_\_

**List Exchange/New Items**

| Product | Style # | Color | Size | Quantity | Unit Price | Total Price |
|---------|---------|-------|------|----------|------------|-------------|
|         |         |       |      |          |            |             |
|         |         |       |      |          |            |             |
|         |         |       |      |          |            |             |
|         |         |       |      |          |            |             |

\* Merchandise that is exchanged or refunded must meet the requirements below. Refunds will be issued to the original credit card used to make the purchase. The amount of the refund will be for the price of the product returned. Shipping charges are non-refundable. Please note that **all purchases on closeout items are final and non-refundable**. Please ensure that panties and undergarments are tried on over your own underwear. We reserve the right to refuse returns of items where it is apparent that this has not been done. If more than 30 days have passed since your package shipped and you would like to exchange/refund any of your items, we reserve the right to accept or refuse them. If accepted, a \$10 or 20% re-stocking fee (whichever is greater) will be deducted from your refund.

**Product return/exchange requirements**

Items must be unworn, unused, unstained, unwashed, and all tags must be attached. Cannot smell of perfumes or smoke and cannot have animal or pet hair. Items with latex cannot have stretch marks or permanent wrinkles. Items must be returned in the original product packaging as it was received to ensure a full credit is given.