

ANNE FONTAINE

Refund & Exchanges

If you are not completely satisfied with your purchase, we will gladly issue you a refund or exchange for your eligible merchandise. If you are returning or exchanging an item, please review our policy and return your item(s) using one of the methods below. Items without a completed return slip will not be processed.

We are available to answer any of your questions Monday – Friday 9:30pm - 5:30pm at (855)405-6755 or by e-mail at conciierge@annefontaine.com.

All items sent back for return or exchange are subject to a full inspection upon delivery. Anne Fontaine reserves the right to decline the return or exchange if it is not returned in a sellable condition deemed by Anne Fontaine standards.

Refund Policy:

Merchandise eligible for refund may be returned within 14 days of delivery. To obtain a pre-paid return label for your order, please visit the RETURNS & EXCHANGES section on the website to create a return label for your eligible merchandise.

A \$10.00 shipping fee will be deducted from your refund when using the pre-paid return label.

Original shipping charges are non-refundable. Refunds are only permissible for items with tags attached that have not been worn, altered or washed. Upon receipt of returned goods, ANNE FONTAINE reserves the right to deny a refund if the merchandise does not meet these requirements. Refunds will be processed within 14 business days of receipt. We will send an email confirmation once your return has been processed. Though we process your return immediately, please allow 1-2 billing cycles for it to appear on your statement. Items marked FINAL SALE cannot be exchanged or returned at any time. Merchandise returned in store is not eligible for refund, only exchange.

Exchange Policy:

Merchandise eligible for exchange may be returned using the pre-paid return label. To obtain a shipping label for your exchange, please visit the RETURNS & EXCHANGES section on the website to create a return label for your eligible merchandise. We offer complimentary shipping on exchanges through annefontaine.com. Exchanges are only permissible for items with tags attached that have not been worn, altered or washed. Upon receipt of returned goods, ANNE FONTAINE reserves the right to deny an exchange if the merchandise does not meet these requirements. We will send an email confirmation once your exchange has been processed. Items marked FINAL SALE cannot be exchanged or returned at any time.

There are 3 easy ways to return your item(s):

RETURN OPTION ONE | Return with UPS

1. Fill out this return form – Include your name, email address, and phone number so that we may contact you if necessary.
2. Package your return item(s) in the provided packaging or equally protected packaging to ensure item(s) are not damaged in transit.
3. Visit the RETURNS & EXCHANGES section on the website to create a UPS return label.
4. Drop off your package at a UPS Authorized Ship Center or UPS Office. To find a UPS location, visit UPS.com.

RETURN OPTION TWO | Return on Your Own

If you elect to ship without the provided pre-paid label, please send your merchandise back via insured mail to the address below. Anne Fontaine is not responsible for items lost or damaged in transit.

Anne Fontaine
c/o Bergen Logistics
5903 West Side Avenue
North Bergen, NJ 07047

RETURN OPTION THREE | Return to an Anne Fontaine Store

You may return your item(s) to an Anne Fontaine store for an exchange. Refunds for AnneFontaine.com cannot be processed in store.

Customer Name:	Order Number:	Order Date:
Phone Number:	Email Address:	

Please fill in the appropriate letter in the Reason Code box below:

- A. Item too small/short B. Wrong item sent C. Did not like item D. Item too large/long E. Arrived too late
F. Defective (for our benefit, please describe) _____

RETURNS: Please use the space below to tell us why you wish to return merchandise.

Product Name:	Reason Code:	Color:	Size:	Units:

EXCHANGES: Please use the space below to tell us which items you wish to exchange for the merchandise you are returning. We will ship to the same address as the original order unless you fill in a different shipping address below.

Product Name:	Desired Color:	Desired Size:	Units: