

An E-Credit may be used towards any purchase made online with an exception to Gift Cards. Your E-credit will never expire and you can use it any time. If you would like to use your E-credit at one of our store locations please contact customer service to have the E-credit transferred to a Store Credit. All items that you wish to return must be received by Diane's within 20 days from the date the package was received by the customer, based on postal tracking. All merchandise must have original tags attached, liners and be in the new and unused condition. Shipping and handling charges will not be refunded.* Please note that this Return Policy applies for online purchases ONLY and purchases placed over the phone, not for purchases made at a Diane's retail store. All accessories are final sale. An E-Credit will be sent to the e-mail address provided on your Diane's Online account. Allow 5-7 business days for your E-Credit. In any case you do not receive your E-Credit within this time period please email CUSTOMERSERVICE@DIANESBEACHWEAR.COM Due to evolving SPAM protection programs your email may be bounced back or automatically sent to your junk mail. It is your responsibility to follow up with our Customer Service department to receive your E-Credit

Return for Online Purchases by Mail: ALLOW 5-7 BUSINESS DAYS PROCESSING TIME

1. Please fill out your personal information and invoice # (see return section I on front page.) Fill out the items you are returning.. Be sure to fill in the style #, description, return reason code, price, size, and quantity for each item. **A full refund may be used only for purchases made online.** Retain your original invoice for your records.
2. Pack and seal your merchandise securely (in the original package if possible) and include the completed Return Form. **Please note that all shipping charges are the customer's responsibility and will not be paid for or refunded.**

Mail Package to: Diane's Inc
 Attn: Web Return
 2401 West 208th St. Suite 4
 Torrance, CA 90501

Store Return: If preferred, you may exchange items in store or receive a store credit.

***Note:** You may use any carrier to return your merchandise. The buyer is responsible for the risk of loss on merchandise.*

II. Conditions for acceptable exchanges:

- All merchandise must be in the same condition that it was delivered in.
- Absolutely clean
- No hair, lint, debris.
- ALL TAGS AND LABELS ATTACHED
- Unwashed, unworn, undamaged.

III. Return Reason Codes*

Return Reason	Code
Wrong item(s) shipped	1
Damaged goods	2
Arrived late	3
Wrong size	4
Unsatisfied with fit	5
Item not as described	6
Returning a gift	7

*** If Diane's shipped an item(s) that was different from the Original Invoice or was damaged when you received it and you would like a refund or to exchange the item(s), please contact Customer Service and we will gladly refund your shipping costs for that item(s) and issue a mailing label to send back merchandise. In addition, if you would like to return the merchandise, we will give you a full refund by the method of payment used for the purchase.*