

Date Received:

Order Number:

QTY	Product	Size	Color	Price	Reason

Returns

If for any reason you are not happy with your purchase, you may return the items postmarked within 30 calendar days of receipt for an online store credit or refund to your original method of payment. Please note that original shipping charges are non-refundable. Items must be returned in their original condition (unworn, unwashed, unaltered) with the tags attached. Shoes should be returned with the original shoe box, free of damage and postal labels.

Need more help?

Please feel free to contact us with any questions.

Email
help@needsupply.com

Customer Service Hours (Eastern Standard Time)
Monday – Friday
9 am – 4 pm

Phone
804.355.4383

Domestic Returns:

If you wish to return or exchange items from your online order, please complete the Returns Form and include it with your return shipment. We offer a Prepaid Newgistics SmartLabel® to make the returns process easier. To qualify for free return shipping, your return must be postmarked within 7 days of receiving it.

- Create your Newgistics SmartLabel® from the returns section on our help page.
- Print your label and attach to the outside of the package
- Drop off your package at the nearest USPS location
- You can track your SmartLabel® return at: <http://needsupply.com/trackmyreturn>
- We will notify you via email once your return has been processed. Please allow 2-3 business days from the time we receive your return for it to be processed.

* Please note that returns postmarked after 7 days will incur a \$9.95 fee, which will be deducted from your refund.

International Returns:

International orders may be returned using any method of your choice, at your expense. We recommend using a trackable and insured service. Make sure to include this document when mailing your return to the address below:

Need Supply Co.
Returns Department
1600 Belleville Street
Richmond, VA 23230

Exchanges:

If you would like to exchange an item, we suggest that you place a new order for the item you want before returning your original purchase. This will ensure that your exchange item is in stock. You are then welcome to return your original order for a full refund. Once we receive your return, we will process a refund for the cost of the returned item and send you an email.