

Return / Exchange Instructions

- 1 - Fill out the fields below and include the return code for each item you would like to return or exchange.
- 2 - For exchanges, please contact us first to make sure we have your requested item in stock!
- 3 - Pack your item(s), include this form, and ship it to us via any mail carrier. We recommend insurance!

Please note we do not cover return shipping costs, unless an item arrived to you damaged or incorrect.

Customer Service

Mon - Sat 9.30 - 8.00pm WET
email - customerservice@kaviars.com

Send Returns to:

Casa da Vessada 363, Av. da Abelha
Burgães, 4780 132 Santo Tirso, Portugal

ORDER	MOBILE	EMAIL

Qty	Item Ref.	Item Title	Return Code	Return Codes
				1 NOT AS PICTURED ON SITE
				2 DOESN'T FIT ME
				3 NOT MY STYLE
				4 CHANGED MY MIND
				5 POOR QUALITY
				6 ITEM ARRIVED DAMAGED
				7 INCORRECT ITEM SENT
				8 FOUND BETTER PRICE
				9 WANT TO EXCHANGE
				10 OTHER (PLEASE SPECIFY)

Notes / Comments

Returns are only accepted via mail. To be eligible for a return, items must be unworn, unwashed, undamaged, and with all packaging and any original tag(s) intact. Shoes must be returned in their original, undamaged shoe box, and shipped inside a separate box.
Customers are responsible for shipping fees for returns. Original shipping charges are non-refundable. For exchanges, the customer pays the shipping costs to send the item(s) back to us, and we will pay for shipping the new item(s) to you.

All returns/exchanges must be shipped back to us within 30 days of receiving your order.

Eligible For: If Shipped Within:

- Full refund - 14 days of receiving order
- Store credit - 30 days of receiving order
- Exchange - 30 days of receiving order

Non-Returnable / Non-Exchangeable Items:

Discount Code Orders

All returns will be processed within 7-10 business days of receiving your package, in either the form of your original payment method or store credit. KAVIAR reserves the right to determine whether items were worn and/or used. If items are sent to KAVIAR that are non-refundable or non-exchangeable, the customer is responsible for shipping charges back to them.