

Satisfaction Guaranteed

Customer Satisfaction is our Number One goal!

We realize planning a wedding can be stressful and sometimes a bride may change her mind. We are so confident in our service and gowns; we offer something rarely seen in the bridal industry.

In order to offer a return policy, these guidelines must be met

- This return policy applies only to bridal gowns. Headpieces, veils and crinolines cannot be returned ~ unless damaged by the shipper (UPS, FedEx, etc.).
- Samples and clearance gowns are not returnable.
- Customer must notify us of a return via e-mail at info@neoweddinggown.com **within 72 hours** of receiving the gown.

Process of Returning the Gown

- The buyer must send a "**Return Notification**" e-mail within 72 hours of receiving the gown. This e-mail must state the name, address, and telephone number of the purchaser. It must also state the purchase date and delivery date. Please also include the reason for the return.
- We will respond with a confirmation e-mail including our return address.
- When shipping the gown back, please include a copy of the "**Return Notification**" e-mail.
- The customer is responsible for return shipping costs and insurance. We are responsible for sending back replacement shipping costs and insurance.
- After the gown is shipped back, please send us an e-mail with the shipping information. Please include the method of shipping, a tracking number, and the date it was returned.
- Returns without receiving our confirmation will not be accepted.

After we receive the return gown

- After receiving the returned gown, we will inspect it and notify the buyer **within 48 hours** of the return approval.
- The item must be received in the exact condition it was sent. No credit will be issued for stained, altered, modified or used gowns.
- Once a return has been approved, we will issue credit to the buyer or send out replacement. The credit will be for the full price of the gown minus 30% restocking fee.

- Credit can be used towards any item(s) on our website. This includes clearance items and sample sales items.
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Above RMA policy is not applicable to our wholesalers and dealers, agents worldwide. Please feel free to e-mail us with additional questions.