



7501 W. Cermak Rd. Unit M7
 North Riverside, IL 60546
 Tel: 1 (708) 442-4533
 Fax: 1 (708) 377-9048
 Email: info@hourglassangel.com

Customer Information

Please fill out your name, address and order information.

Name _____

Address _____

City _____

State _____ Zip _____

Telephone _____

Email _____

Order Information

Invoice # _____

Date Purchased _____

How would you like us to handle your request?

- Exchange item/s
- Refund

Return Policy*

Enclose the return form with a copy of your invoice and the product you wish to return. Returns must be received by Hourglass Angel within 30 days of the date you received your order. 10 days should be allowed for postage, so please ensure your return is posted within 14 days of receipt.

Send your return via an insured, traceable method, and retain your shipping documentation so that you can make a claim with your carrier in the event of items being lost in transit.

Please mail your product/s to the address below:

Hourglass Angel
 Attn: Returns Dept
 7501 W Cermak, Unit M7
 North Riverside, IL 60546

Questions?

Customer Service is available Monday-Friday, 9:00am-7:00pm CST.
 Tel: 708-442-4533
 Email: info@hourglassangel.com

Items Returned (shipping and handling fees are not refundable)

Product	Style #	Color	Size	Quantity	Reason*	Total

*Reason Code: (1) Did not fit (2)Wrong size (3)Wrong color (4)Wrong Item (5)Damaged (6) Not as described (7)Other: _____

List Exchange/New Items

Product	Style #	Color	Size	Quantity	Unit Price	Total Price

* Merchandise that is exchanged or refunded must meet the requirements below. Refunds will be issued to the original credit card used to make the purchase. The amount of the refund will be for the price of the product returned. Shipping charges are non-refundable. Please note that all purchases on closeout items are final and non-refundable. Please ensure that panties and undergarments are tried on over your own underwear. We reserve the right to refuse returns of items where it is apparent that this has not been done.

Product return/exchange requirements:

Items must be unworn, unused, unstained, unwashed, and all tags must be attached. Cannot smell of perfumes or smoke and cannot have animal or pet hair. Items with latex cannot have stretch marks or permanent wrinkles. Items must be returned in the original product packaging as it was received to ensure a full credit is given.