

- **Returns / Exchanges**

RETURNS POLICY (USA & INTERNATIONAL)

Every product is satisfaction guaranteed and may be returned for a full refund of the item price less shipping costs within 30 days of delivery date. Refunds will be made in the form of the original payment. Except as provided in our EU Returns/Cancellations Policy, items or promotions marked 'Final Sale', Hosiery, Intimates, Bras, Panties, and Gift boxes, are final sale and are not eligible for a return or refund. In addition, any credit for gift returns will be issued to the original purchaser. All returns must be in saleable condition and include the original packaging with tags attached. Please package Footwear in a standard brown box with actual Footwear box inside to avoid additional repackaging fees. Only items purchased from this website can be accepted for return. Online purchases cannot be returned to physical stores.

EXCHANGES

To make an exchange, please return items and place a new order.

EU RETURNS/CANCELLATIONS POLICY

Our EU Returns/Cancellations Policy applies to products sold by our international fulfillment partner, Borderfree, and dispatched to consumers in the European Union. The terms of our returns policy similarly apply to our EU customers except with respect to final sale items. We accept returns of the final sale items listed above other than those which, if tried on, cannot be returned in their original state because they may have been distorted by wear or for health and safety reasons (such as Hosiery and Panties).

Customers in the EU also are entitled to a statutory cancellation right of 10 days. To exercise this cancellation right, EU customers must contact us within 10 days after the placement of their order at customerservice@donnakarannewyork.com or +1-877-316-0975. If you cancel an order and you have made any payment in advance for products that have not been delivered to you, our international fulfillment partner, Borderfree, will refund those amounts to you.

Unfortunately, if you cancel an order and Borderfree has already dispatched your products to you, we will not be able to cancel your order until it has been delivered. In this case, Borderfree can charge you for the cost of shipping goods back to Borderfree.

Borderfree will issue a reimbursement within 30 days after either the cancellation of your order (if your order is cancelled before the products are shipped) or Borderfree's receipt of the returned goods (if your order is cancelled after the products are shipped). Further information about your statutory rights of withdrawal can be obtained from the relevant governmental websites in your jurisdiction.

INTERNATIONAL RETURN INSTRUCTIONS

To return an International online purchase, contact us at customerservice@donnakarannewyork.com initiate a **Return Merchandise Authorization (RMA)**, which is required to process a return. We will provide you with instructions on where returns should be shipped. If you choose to return an item, our partner, Borderfree, will provide you with a refund of the original merchandise price and any duties and taxes originally paid on the item in the same currency and using the same exchange rate as your original order. Please note original shipping charges will not be refunded. Return shipping charges are prepaid and no postage is required; the cost of return shipping will be deducted from your refund.

USA RETURN INSTRUCTIONS

Pack the item(s) securely in the original product packaging, if possible. Please include all paperwork, and ensure the Invoice # and Billing Name appear on the Return Form. Complete the return questionnaire on the packing slip and include it in the return package. Before sending your return shipment, please remove all extra labels from the outside of the package. All return shipping charges must be prepaid. We recommend using a traceable carrier, insured for the full value of the return merchandise. We are not responsible for return packages lost en route. We cannot accept C.O.D. Keep the Return Tracking Number for your package to monitor the delivery status. Keep the Return Tracking Number for your return package to monitor delivery status. To receive credit, items must be returned within 30 days of delivery. You can expect a full refund less shipping costs in the same form of payment originally used for the purchase, within 30 days of return delivery. Send the return package to the following address

(USA ORDERS ONLY):

Donna Karan New York
Attention Returns Department
350 Omega Parkway
Shepherdsville, KY 40165