



planet guests

ECO-FRIENDLY FASHION

How to Exchange an item or get a Refund.

To ensure that your request is processed accurately and promptly, you must follow these steps:

You must complete this Form and included with your order (make sure to tell us whether you'd like a refund, store credit or an exchange).

The item(s) must be returned unworn, in perfect condition bearing the tags and/or any special protective or packing materials. Shoes and accessories, must be returned with the shoe/accessories-box they were contained in – accessories and both the shoes and the shoe-box must be shipped in another box (either the box they shipped in, or a suitable and durable containing box).

We regret we cannot provide refund, exchange or store credit for shoes and accessories not returned in this way, are imperfect or are shipped only in the shoe/accessories box, or without the original accessories/shoe-box. Accessories or Shoes that do not meet these criteria will be returned to the sender or a restocking fee equal to 50% of item value of the product at the time of purchase, will be charged.

Planet Guests Offers One Free Exchange Domestically (you pay for returning the item and we cover the 2nd shipment to you).

Please ship items securely packed by carrier of your choice to:

Planet Guests
Ana Conde
17105 North Bay Road, B406
Sunny Isles Beach
FL, 33160

First Name _____
Last Name _____
Order Number _____

Items Being Returned:

Product: _____ Size: _____ Color: _____ Price: _____
Product: _____ Size: _____ Color: _____ Price: _____
Product: _____ Size: _____ Color: _____ Price: _____

Reason for Return:

Did not like the style

Did not fit

Product Received Defective/Damaged

Other (Please Specify): _____

Exchange: Please exchange my returns for the following:

Product: _____ Size: _____ Color: _____ Price: _____
Product: _____ Size: _____ Color: _____ Price: _____
Product: _____ Size: _____ Color: _____ Price: _____

Store Credit: Please give us a store credit for my return.

Refund: Please credit my credit card accordingly (shipping charges are non-refundable).

Thank you for shopping Made in Portugal from Planet Guests! Ana Conde & Paulo Aguiar - Owners

Your satisfaction is the most important to us! We treat our customers the way we expect to be treated, honestly and fairly. The policy below was made to accommodate customers needs while maintaining PortuShop as a functioning business.