**TORRID**

**EXCHANGES & RETURNS ARE EASY!**

1. Fill out the fields in the return form below, including the SKU number, item description, quantity, and reason code for each returned item.

2. Pack your return securely, in the original package if possible. Include your completed return form and place the return label on the package.

3. Take your package to your preferred shipping carrier and method. We recommend using one that can be insured and tracked.

   * You will not receive a refund for your original charge until we receive your returned item.
   * Clearance items are Final Sale and cannot be returned.
   * Torrid is not responsible for lost or damaged packages.
   * You will not be reimbursed for your return postage.

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<th>SKU</th>
<th>ITEM DESCRIPTION</th>
<th>QTY</th>
<th>REASON CODE</th>
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**REASON CODES:**

1 - Too small  
2 - Too big  
3 - Quality not as expected  
4 - Defective  
5 - Ordered wrong item  
6 - Did not order item  
7 - Tagged incorrectly  
8 - Already purchased at store  
9 - Received duplicate order  
10 - Damaged in shipping  
11 - Security tag attached  
12 - Other

**SEND RETURN WITH COMPLETED FORM TO:**

Torrid Returns and Exchanges  
115 Enterprise Parkway  
West Jefferson, OH 43162

**QUESTIONS?**

Call us at 1.866.867.7431  
**Monday thru Friday:** 7AM - 6PM Pacific Time  
**Saturday:** 7AM - 5PM Pacific Time

International Customers: 1.626.709.1188  
Or, email us at returnexchange@torrid.com