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# tribe alive

TRIBE ALIVE WILL ACCEPT RETURNS OF FULL-PRICE UNWORN, UNDAMAGED OR DEFECTIVE MERCHANDISE PURCHASED ON OUR SITE FOR A FULL REFUND OR EXCHANGE WITHIN 14 DAYS FROM YOUR SHIP DATE (EXTENDED TO 30 DAYS FROM THE ORIGINAL SHIP DATE). TRIBE ALIVE RESERVES THE RIGHT TO REJECT A REFUND FOR ANY DAMAGED OR VISIBLY WORN RETURNS.

RETURNS MADE WITHIN 14 DAYS OF ORIGINAL SHIP DATE WILL BE PROCESSED AT A FULL REFUND MINUS A \$10 LABEL AND PROCESSING FEE (OUR RETURN/EXCHANGE PERIOD IS EXTENDED TO 30 DAYS FROM THE ORIGINAL SHIP DATE).

ALL ORDERS CONTAINING FACE MASKS, SALE, SAMPLE SALE, AND PROMOTIONAL OFFERS LISTED AS FINAL SALE ARE NON-REFUNDABLE AND WILL NOT BE ACCEPTED IF RETURNED.

TRIBE ALIVE WILL HONOR J.CREW/MADEWELL'S RETURN POLICIES.

Please see our full Return Policy at <https://tribealive.com/customer-care/>

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NAME: \_\_\_\_\_ ORDER: \_\_\_\_\_

RETURN or EXCHANGE  
(circle one)

RETURNING: \_\_\_\_\_ EXCHANGING FOR: (if applicable) \_\_\_\_\_

COLOR: \_\_\_\_\_

SIZE: \_\_\_\_\_

REASON FOR RETURN OR EXCHANGE:

- |   |   |
|---|---|
| <input type="checkbox"/> CHANGED MY MIND                                    | <input type="checkbox"/> PRODUCT DAMAGED (PLEASE EXPLAIN)   |
| <input type="checkbox"/> FIT TOO LARGE                                      | <input type="checkbox"/> INCORRECT PRODUCT (PLEASE EXPLAIN) |
| <input type="checkbox"/> FIT TOO SMALL                                      | <input type="checkbox"/> OTHER (PLEASE EXPLAIN)             |
| <input type="checkbox"/> STYLE WAS DIFFERENT THAN EXPECTED (PLEASE EXPLAIN) |   |

Please use these lines to provide more information & help us improve:

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If you have any questions about your order please contact [info@tribe-alive.com](mailto:info@tribe-alive.com)