



RETURN & EXCHANGES:

Thank you for shopping with us at Old Naples Surf Shop! We want you to love your purchases. If you are not satisfied with your purchase, please refer to our return policy below:

Store Credit or Exchange only if returned within 14 days of receiving your order.

Items that were purchased, need to be returned in the same, "sellable" condition as when originally purchased. i.e: not washed, not worn, not damaged, and with all original tags and accessories attached.

Please refer to the manufacturer warranty for all defective merchandise. If your package received was damaged during shipping, please contact our customer service department immediately.

FINAL SALE on all Markdown Items, Bikinis, Sunglasses, Watches and Hair Accessories.

Shipping fees will not be reimbursed for returned purchases.

ALL RETURNS MUST MEET THE FOLLOWING REQUIREMENTS:

Product must be returned within 14 days of you receiving your order.

Product must not be worn, altered, damaged, or washed.

Merchandise must have all tags and accessories attached.

Footwear must include the original shoe box, in its original condition.

When an item is returned, shipping charges are not refunded.

Only Store Credit or Exchanges are available. No Refunds.

You are responsible for the costs of shipping any item back to Old Naples Surf Shop.

HOW to Return your PURCHASE:

1. Repackage your item you wish to return with the receipt enclosed.
2. Please indicate why you are returning the item.
3. If you wish to exchange please let us know which item and size you will be exchanging for.
4. Send back return items, using any trackable method, to:

Old Naples Surf Shop, ATTN: Online Returns #(enter order #) 1311 3rd St S, Naples, FL 34102

IMPORTANT: Be sure to insure the package for its full value and request tracking proof of delivery. We cannot be responsible for any items lost in the mail or damaged upon return.

Order #	Style #	Item Description	Size	Quantity	Reason Returning	Exchange
1						
2						
3						
4						
5						

Once Return is received back to Old Naples Surf Shop

1. Upon receiving and processing the returned item(s), Old Naples Surf Shop, will issue a Store Credit for the cost of the returned item(s), plus sales tax. The Store Credit Number will be emailed to the customer.
2. If you indicate that you wish to exchange an item for one of greater value, those charges will be applied to your credit card along with new shipping charges and a new receipt
3. Original shipping charges, your costs to return item(s), and charges to ship exchanged item(s), if applicable, will not be refunded.