

Exchanges And Returns Are Easy!

We hope you love what you've ordered, but if there's an issue or you're not 100% satisfied, return your item(s) to the nearest Torrid store or by mail using our self-serve return form below.

- **All clearance items purchased on Torrid.com are final sales and cannot be exchanged or returned.**
- Merchandise cannot be returned if washed or worn.
- Exchanges/returns must be initiated within **60** days of the purchase date listed on the front of this receipt. Torrid items sell quickly, so contact us as soon as possible to make exchanges.
- Allow 2-4 weeks for processing exchanges/returns.
- You're responsible for selecting your preferred shipping carrier and method. We recommend using one that can be insured and tracked. Torrid is not responsible for lost or damaged packages.
- Merchandise purchased with a credit card or gift card can be exchanged or returned at your local Torrid store if you have the receipt.
- If you purchased through a third party, your exchange or return can only be made by mail. Please contact Customer Service for further instructions. Sorry, we're unable to process third-party returns within our stores.

Customer Service

Call us at **1.866.867.7431**

Monday thru Friday: 7 AM – 6 PM Pacific Time

Saturday: 7 AM – 5 PM Pacific Time

International Customers: +1.626.709.1188

Or, email us at returnexchange@torrid.com

Exchanges: U.S. & International Policy

If you're unable to exchange your item(s) at a Torrid store, you can easily exchange with us. Here's what you need to know:

- Contact Torrid.com Customer Service to process your exchange.
- Return your original item by filling out the fields in the return form below, including the SKU number, item description, quantity, and reason code for each returned item.
- Pack your return securely, in the original package if possible, and include your completed return form.
- You're responsible for selecting your preferred shipping carrier and method. We recommend using one that can be insured and tracked. Torrid is not responsible for lost or damaged packages.
- You will not be reimbursed for your original or return postage.
- You will not receive a refund for your original charge until we receive your returned item.
- You will not be charged to ship your exchange, unless you request upgraded shipping.

Returns: U.S. & International Policy

If you're unable to return your item(s) to a Torrid store, you can easily use our self-serve return process. Here's what you need to know:

- Return your item(s) by filling out the fields in the return form below, including the SKU number, item description, quantity, and reason code for each returned item.
- Pack your return securely, in the original package if possible, and include your completed return form.
- You're responsible for selecting your preferred shipping carrier and method. We recommend using one that can be insured and tracked. Torrid is not responsible for lost or damaged packages.
- You will not be reimbursed for your return postage.
- You will not receive a refund for your original charge until we receive your returned item.

Return Form

SKU	Item Description	Quantity	Reason Code

Please let us know how we can improve. What's the reason for your return?

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

Send Return and Entire Form to:

Torrid Returns and Exchanges

18305 E. San Jose Ave.

City of Industry, CA 91748

1.866.867.7431