**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

---

**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 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.

**Return Form**

<table>
<thead>
<tr>
<th>SKU</th>
<th>Item Description</th>
<th>Quantity</th>
<th>Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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 and Entire Form to:**

**Torrid Returns and Exchanges**

**18305 E. San Jose Ave.**  
**City of Industry, CA 91748**

**1.866.867.7431**