

Shipping & Return Policy

Shipping

Looks by Lisa Freeman aims to process all orders within 48 hours of receipt. We process and ship orders during regular business hours (Monday – Friday - 10:00 AM – 5:00PM EST, excluding holidays). If we encounter any problems processing or shipping your order, we will contact you within 2 business days.

To ensure that your package is properly processed & delivered please ensure that you enter your address correctly. The proper street & apartment building numbers (if applicable) is very important to re-check when ordering.

We cannot take the responsibility for lost, misplaced, or incorrect delivered shipments if entered incorrectly at the time of purchase. However if you find that you may have entered a incorrect/misspelled address please reach out to us immediately at hello@looksbylisafreeman.com

Pre-Orders

All PRE ORDERS must be done through our website only! If an item becomes out of stock before your order has been paid we will notify you by email. No items will be allowed to be held verbally. All preorders will be handled as all other orders.

Backorders

If items in your order are out of stock, but will be in stock within five business days, we will hold your items so we can ship the complete order. If items in your order will be out of stock for more than five business days, we will process your order with out-of-stock items being back ordered and of course we will notify you.

Shipping Questions:

When will my order ship?

All orders are processed in the order in which they are received. After payment is authorized & verified, standard orders can take up to 3-5 business days depending upon a number of foreseen or unforeseen circumstances (excluding Saturdays, Sundays and Holidays) to process. Orders placed starting on Fridays and over the weekend will begin processing on Mondays.

Which carrier service will my order ship?

We ship by USPS Mail and once your order has been packaged you will receive a tracking email for you to track. Please keep in mind that your package may say "Tracking label has been created" but you may not see any additional info initially. We advise to keep checking back, once your package is dropped off updated information will then be available once your package begins moving through the USPS system.

Shipping/Handling rates?

We use USPS shipping rates for all orders in the USA as well as handling fees. All orders typically arrive within 3-5 business days. Once your package has left our warehouse please refer to your tracking information & if for any reason you haven't received your package, obtain your tracking number from your email & call USPS customer service at 1-800-275- 8777 to notify them.

For Delivery Outside the Continental U.S.

Please email us at hello@looksbylisafreeman.com

Return/Exchange Policy

Please carefully review the following procedures concerning returns!

We want you to be absolutely happy with your purchase however Looks by Lisa Freeman offers store credits only. THERE IS ABSOLUTELY NO EXCEPTION TO THIS POLICY.

If you are dissatisfied with your purchase, you may return your items for a store credit as long as you contact Looks by Lisa within 5 business days from the day you receive your items.

Please note, if the following procedures are not followed fully your purchase will be considered a Final Sale on the sixth day from the date you received your order.

You must **FIRST** contact us by email! hello@looksbylisafreeman.com
(Within 5 business days)

All items must be returned within 10 business days from the day you contact us (there will be no exceptions to this time frame) in the same condition as when purchased, unworn, unwashed, free of odors, stains, makeup, deodorant, perfumes or such. If your items are not returned within the time frame it will be considered final sale with no return or credit options.

All items must be wrapped in white tissue paper or in the same tissue wrap it was sent to ensure the item(s) are not being transferred back to us without any additional coverage during transit.

Items purchased during a sale period, sale link/section using any discount code or store credit are **FINAL SALE & NON-RETURNABLE**.

Lash or cosmetic products purchased from our Tori Belle collection are subject to the exact same policies under the Tori Belle policy from that website.

Sets that are sold with mask, bodysuits, swimwear, basic wear, white items, undergarments are **FINAL SALE & NON-RETURNABLE**.

All accessories, footwear & jewelry are **FINAL SALE & NON-RETURNABLE**.

Please note: All store credits will be given in the amount of your invoice minus shipping costs. ANY & ALL SHIPPING COSTS are the responsibility of the customer.

**Looks by Lisa reserves the right to refuse any items & deny store credits with any returns not in accordance with our Return Policy.

**Your return will be carefully inspected to make sure it has NOT BEEN WORN, ALTERED OR WASHED, and with ALL tags attached. Looks by Lisa Freeman will not offer store credits for items that encounter damage as a result of not properly packaged, or if an item has been worn, washed or have any odors of perfume scents, detergents, smoke or stains etc... There will be ABSOLUTELY NO EXCEPTIONS if we receive returned items in this manner, you will be notified by email if your return has been denied.

Please do not send any return items back to us without first contacting us through email at hello@looksbylisafreeman.com.

Once we receive notice of your request through email that will confirm your point of contact to begin proceeding correctly & efficiently with our Return Policy. Please allow 5- 10 days for us to receive & process returns.

Store Credits:

Once we have received your item(s) and they have been inspected and approved in the same condition sent to you, you will be sent a confirmation along with your store credit code.

Please keep in mind we do not issue store credits for shipping costs, no exceptions.

Shipping and handling charges are non-refundable.

STEPS FOR MAIL IN RETURNS:

****For ALL returns:** Please make sure you send the packing slip along with your return along with the reason why you are returning.

STEP 1: Please use the invoice that was sent with your order. Briefly describe the reason for your return.

STEP 2: Please pack the item(s) securely & if possible back into the same packaging it was sent to you. LLCB/Looks by Lisa Freeman will not be responsible for items lost in transit, so we strongly suggest insuring your package.

STEP 3: Send the package to the following address. Again, please do not send any items back until you have followed ALL of the above procedures mentioned above.

Return Address:

**Looks by Lisa Freeman
Attn: Return
P.O. Box 61043
Raleigh, NC 27661**

(Again, please allow 5 to 10 business days for us to complete your store credit)

If you have any additional questions about your return we will be more than happy to assist you Mon. - Friday 10-7 pm EST through email at hello@looksbylisafreeman.com)

STEPS FOR LOCAL EXCHANGE:

** FIRST Contact us by email at hello@looksbylisafreeman.com within the 5 day period & provide any/all information concerning your reason.

**Once we receive your request we will email you back with further instructions. Please do not come to the pickup location without first verifying your request.

**At the time you provide us with your items, it will be inspected on-site and we can proceed with your exchange.

PLEASE NOTE: If you do not contact us within 5 days of receiving your purchase your order will be considered FINAL SALE. No exchanges will be honored

Additional Notes:

Order Cancellations: Once an order is placed online it cannot be cancelled. Please ensure you have selected the right sizing, color & item during the ordering take a clear photo of the area of the item, along with the item # or order # and send an email to our customer care department at hello@looksbylisafreeman.com. Once we receive your request, we will be in contact with you.

Missing items or wrong sizes in your order: In the event you receive your order & it is missing a item or wrong sizing please make sure you contact customer care within 48 hours along with your order # and items in question to hello@looksbylisafreeman.com process.

Damaged items: We inspect all of our orders very thoroughly before they are shipped. However if for some reason you receive an item that is damaged, please take a clear photo of the area, along with the item or order # and send an email to our customer care department at hello@looksbylisafreeman.com. Once we receive your request, we will be in contact with you.