

# CUSTOMER SERVICE POLICIES



**FOR PICK UP** - Receipt must be presented.

**GARMENTS NOT PICKED UP** - within 3 months (after 3 phone calls to phone number on file) will be removed from store and donated.

## OUR 30 DAY GUARANTEE:

### For Services:

Stitch It guarantees quality workmanship. Should a mistake occur, we will fix the alteration right away at no additional charge.

If the alteration cannot be fixed:

Damaged garments will be 'bought back' by Stitch It as per the price paid on original receipt. In the absence of an original receipt, cost will be reimbursed to a fair, mutually agreed to value paid by cheque from Corporate. (Stitch It does not take responsibility to replace garment)

### For Products:

All items must be returned within 30 days unused, unopened, and with original receipt.

**PREPAID SERVICES** - All services are to be paid for prior to services being rendered.

**BUYBACKS & RETURNS** - Authorization is needed for amounts \$75 or greater from Corporate or Merchant.

**HEALTH & SAFETY REGULATIONS** - Alterations will only be performed on clean/dry-cleaned garments.

Should you have any questions please contact Customer Service:  
1.866.334.4440/905.335.0922 or Email: [customerservice@stitchit.com](mailto:customerservice@stitchit.com)

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