

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.

AODA COMPLIANT - Stitch It is AODA Compliant

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

With Stitch It Clothing Alterations, you enjoy exceptional service while having the peace of mind that comes with knowing your privacy is protected. For further

