

Returns

At Ella Cole Boutique & ECB Too!, we strive hard to meet all your expectations, but in the event that you need to return your purchase, please read our return policy below for eligibility.

- Returns are accepted within 14 days of original purchase date for store credit only. Sorry, no refunds.
- Merchandise must not be worn, washed, altered, or damaged in any way, and have the original tags still attached.
- Any Shoes that are returned must be shipped back unworn and in new condition. Damaged Shoes or worn shoes will not be accepted.
- You may not return Sale Items, Jewelry, Leggings, Tights, Scarves, Boot warmers, Sunglasses, Swim Wear, Undergarments, Bras, Camis, Hosiery, or any other accessory item as these items are FINAL SALE.
- Holiday themed items are not eligible for return after the Holiday.

Ella Cole & ECB Too! reserves the right to refuse the return of any merchandise that Ella Cole or ECB Too! determines does not meet these requirements. If your return does not meet the above criteria, do not attempt to return it, as it will be rejected by our returns department.

If you have received incorrect merchandise or merchandise you feel to be defective, please contact us immediately at ellacoleboutique@gmail.com as all claims must be made 7 days from the date of purchase.

To process a return, please complete our Return Form that was mailed with your package and return to:

Ella Cole Boutique & ECB Too, LLC
Attn: Returns Department
4550 Station Circle Ste. C
Northport, AL 35473

We recommend sending your return package by FedEx, UPS, USPS, or any other delivery service that offers tracking confirmation and purchasing insurance on the items you are returning. Ella Cole & ECB Too! is not responsible for items that are lost or damaged while in-transit prior to reaching Ella Cole or ECB Too!.

Shipping Charges are Non-Refundable

Once we receive your eligible return, please allow 7 business days to process store credit. We will notify you by email once your store credit has been issued.

Please note that once an order has been placed, the order cannot be cancelled, and items cannot be removed from the order. If you would like to change the size or color of an item, feel free to contact us at ellacoleboutique@gmail.com to discuss your options as our inventory constantly changes.