

Frequently Asked Questions

Returns are accepted when:

- Item is in its original condition and unworn.
- Item is returned within 12 days of receipt. Please include your receipt with your return.

When all of these criteria are met, we will issue you a refund (shipping charges are non-refundable.)

Shipping Information:

- 5-7 days Priority Mail using the United States Postal Service.
- Overnight Shipping is available at an additional charge.

Damon & Dora's Accepts:

- Paypal (send payment and order details to info@damonanddoras.com)
- Money orders/Cashiers checks
- Checks (check orders will be held until check clears) You can email us at: info@damonanddoras.com You may also fax your order to: 717.938.0479

Damon & Dora's uses the United States Post Office for all deliveries. Our normal shipping charge for domestic orders is a flat rate of \$7.95. If you would like overnight shipping, email us for the invoice. Damon & Dora's does not add any extra charges, i.e. handling charge. Delivery confirmation is included free with all shipments. We are not responsible for lost orders. This rarely happens. If it does, we will do all that we can to help you track it down. If you would like to return your order, it must be delivered back to us within 12 days of delivery.

International customers:

Please choose the international shipping option when placing an order. We use USPS First Class International for international orders, which usually take 7-14 days to arrive. The cost starts at \$14.95. Because weight and international shipping prices vary, we will charge you for any actual additional shipping cost after your order has shipped. This option does not have a tracking service. You can also choose the International Express, please email us for invoice. This option usually takes 3-7 days and includes tracking information. We are not responsible for lost international orders. If a package is lost, we can supply you with a customs number that may help you with your particular postal system. Because we often purge old and sold info on designer vintage clothing items, 1950s dresses and 1960s clothing, please inform us right away if you would like to return an item. Your package must arrive back within 30 days (for international orders). When we receive your returned order, we then offer a full refund (minus shipping) or a store credit.

Please remember, our vintage clothing and accessories have been around the block and most likely worn before. Most are not new items and are not perfect. However, we look each piece over very carefully and describe each flaw that we see. My general rule of thumb, is basically that if I wouldn't wear the item why should you. Any flaw will generally be minimal and always listed.

We are an honest and reputable company. All of our items are satisfaction guaranteed. If you are unhappy with your purchase, email us and return it to us within 12 days for a full refund (minus shipping). Be assured that we do not share any part of your information with anyone.

Gift Certificates are available for our website DamonandDoras.com and are a great gift for your picky friends who love vintage but are hard to choose for. The cards can be sent to either you or the recipient. Minimum is \$25.00.

Layaways are also accepted for up to thirty (30) days or sixty (60) days on orders over \$100.00. A thirty percent (30%) deposit is required to hold items and no returns are accepted. If the item is not paid for in full within the designation layaway period your deposit will be forfeited and the item will be again be made available for sale. We all have those times when we see something we really want, but don't have the cash on hand!

JUST A REMINDER - The color you see on your computer might not be an exact match to the actual color of your purchase. There are many reasons this can occur with the most common being an older computer or the lighting you are examining the piece under. If exact color is a priority we suggest you look at the item on a different computer to compare colors and make sure it is what you desire.

