Return Policy/Exchange

At King & Queen boutique, We pride ourselves on the quality of our items, but we also understand that sometimes it's not exactly what you are looking for or the right fit. At this time we do exchanges for credit or product only within 14 days of purchase. If your order was shipped the 14 days start from the day you receive your merchandise. That is from when tracking says you received your item or items.

To get the process started, Simply contact us at [curvyqueen977@gmail.com](mailto:curvyqueen977@gmail.com) or through my facebook page or call the boutique @ 208-447-8684 call or text. Please indicate if you prefer replacement or credit. Also depends if we can get the product back in stock otherwise will give credit for the purchase amount. We will send you a gift card after the item is received. If you choose a replacement item after we receive the item we will ship the item back out to you and also please send us the tracking number. The customer is responsible for return shipping. Items can NOT have smoke smell, pet hair, stains, or to be otherwise not resellable.

We do not do any transactions on Sundays or Holidays per shipping is unavailable. so it would be the next business day.

King & Queen boutique reserves the right to refuse an exchange or credit if these items do not meet qualifications Clearance, Sale items and shoes are final sales, no exchanges or refunds per these items.

We strive to resolve any issues quickly and a timely matter to the satisfaction of our customer. To schedule a private fitting please schedule an appointment available Sunday/Monday/Tuesday also other times are available on the app.

Business hours are as follows Wednesday Thursday Friday & Saturday 12-6pm. Also around the holiday season please keep an eye out for Sunday's open to the public to come shop during the holiday season.