



Returns policy

Returns are accepted, for store credit or exchange only, within 14 days of receipt of your order. All returns must be approved by City Haus Chicago. Items must be returned in original and unused condition. Shipping costs are non-refundable and all costs for return shipment are the responsibility of the customer. Returns are not accepted after 14 days from receipt of order at your shipping address.

All custom orders, special orders, sales orders or orders noted as final sale are non-refundable, and these orders may not be canceled after they have been processed.

To make a return for store credit or an exchange, please visit our store in person or mail item(s), with invoice included, to

City Haus Chicago (Attn. Returns)
25 E. Huron St.
Chicago, IL 60611

You may also contact us at 312-800-3866 or info@CityHausChicago.com.

Please make sure that items are well packed and insured for the full amount. A restocking fee may apply to any order not received in good condition.

We will inspect the returned item(s) and issue a refund to the credit card used to make the original purchase. Be sure to ship the item(s) so that we receive them within the 14-day return window. You will receive a confirmation email once we have processed your credit.