



RETURN/EXCHANGE FORM

RETURN POLICY

We, at Prolana, are committed to providing our customers with the highest-quality of affordable products, and we proudly guarantee every product we sell. If you are unhappy with any item purchased from our online store, simply return the unused portion within 30 days of the purchase date, and we will gladly **exchange** the item for a product of equal or lesser value - no questions asked and no receipt required. (All sales are non-refundable.)

If you wish to return any product(s) from your online order, complete this form and place it inside the return package along with the unwanted items. Make sure all information is written clearly and legibly, and mail package to:

Prolana
Attention Quality Control
3912 Pembroke Road
Hollywood, FL 33021

IMPORTANT

Exchanges will ONLY be granted on items purchased from www.prolanabeauty.com. Returned items purchased from any other store or website will be automatically discarded at Customer's expense.

CUSTOMER INFORMATION

Customer Name: _____ Order #: _____

Shipping Address: _____

Phone #: _____ Email Address: _____

RETURNED MERCHANDISE

EXCHANGE REQUEST

QTY	ITEM NAME	ITEM #	COLOR	PRICE	REASON CODE	ITEM NAME	ITEM #	COLOR	PRICE

REASON CODES

- A. Not as pictured/described
- B. Unhappy with color
- C. Wrong Item Shipped
- D. Damages In Shipping
- E. Other (Specify in "Comments")

Comments: _____

Exchanges may take up to 2 business weeks to process. Tracking information will be provided to the above email address upon shipment.

If you have questions regarding your return, please contact our customer service department through email at Beauty@PalladioBeauty.com.