

# **Item Defective Upon Arrival**

\*Defective Piece MUST BE reported to Consultant/Home Office within 5 business days of delivery

\*Item MUST BE postmarked to the Home Office within 10 business days of delivery

\*Customer is responsible for shipping item back to Home Office

\*Home Office will repair or replace item with EXACT same item

\*NO SUBSTITUTES or variations of the defective item will be done

***\*Pieces MUST be sent in their original boxes AND in Bubble Envelope***

**If package is received by Home Office and is damaged due to packaging resulting in more damage to item(s), no repair will be done, and item/package will be returned to customer AS IS**

**\*Package to Home Office MUST have correct postage or will be returned to sender**

Customer Name:

Address:

Phone Number:

Email Address:

Order #:

Which consultant was the purchase made through:

Notes: