EXCHANGE/REFUND POLICY

Customer satisfaction is our first priority. If, for any reason, you are not satisfied with your purchase, you may exchange or return unworn, unaltered items with tags attached in original packaging, per the guidelines below. You may ship exchanges and returns via your preferred shipping method at your expense.

How to Exchange or Return

Repackage your item(s) along with the signed exchange/return request form (the back of your invoice), and mail it to the address on the form within 10 business days of receipt of original shipment.

Exchanges

To qualify for a FREE one-time exchange, Item(s) must be received within 10 business days of receipt in new condition.

- All exchanges on dropship items (see below) will incur a 20% restocking fee.
- Only one exchange will be allowed per order.
- Any balance remaining after your exchange will be refunded to the payment method submitted with your original order.

Returns

All returns on dropship items (see below) will incur a 20% restocking fee. Once the restocking fee is applied, remaining balance will be refunded to the payment method sub-mitted with your original order. We only accept returns on all eligible products. It may take 4-5 business days for your exchange/return to reach Quality Control Department. Once it is received and inspected, your refund will be processed and automatically applied to your original payment method. Please note that, depending on your credit card company, it may take an additional 2-10 business days for your credit to post to your

Dropship Items

Our dropship items are the followings: Revlon "TS" items (Revlon items with SKUs starting with "TS"), Jon Renau, Gabor, Vivica Fox, Envy, Noriko, Rene of Paris, Raquel Welch, Hair Couture, HIM, and TressAllure.

Full Name: Order Number:

Exchange and/or Return Product Eligibility

Eligible Products:

- In original, factory condition (unworn, undamaged, unaltered)
 In original packaging, with tags still completely attached
- Odor-free and chemical-free
- Item(s) must be returned within 10 business days of receipt of original shipment

Ineligible Products:

- Final sale/discontinued/closeout items
- Human hairs
- Accessories/care products
- Special order items/wholesale ordersItem(s) returned after 10 business days of receipt of original shipment

If your product is ineligible for exchange or return, we will email or call you before sending the items back to you.

Restrictions

- All exchanges and returns will be inspected. Items not in pristine condition will be discarded with no exchange or refund applied.
- All original packaging must accompany your exchange or return (including hair net, tags, tissue paper, and inserts).
- Clearance and Final Sale items cannot be exchanged or returned.
- Items shipped internationally (including Canada) are Final Sale and cannot be exchanged or returned.
- Discount/Special Offer items will have refunds adjusted accordingly.
- Beautytrends has the right to refuse the refund/exchange on any items based on the reasons mentioned above.

Color Discrepancies

Beautytrends is not responsible for color recommendations made by customer service representatives not meeting customer expectations. The description of a color is given as accurately as possible, but is subject to opinion person-to-person. For best results, please either purchase a color ring or request free color swatches for the most accurate color choice prior to getting a wig.

Please Do Not Cut This Form. Return this entire form with your exchange/refund.

Follow these instructions to request an exchange or a refund:

- 1. Put in your full name and the order number, and list your returned items.
- 2. List any exchange items in the re-order section.
- 3. Choose the "Return Reason Codes."
- 4. Put this form inside the returned package.
- 5. Purpose of return:

 Exchange Refund
- 6. Please sign below after reading and accepting the above terms.

RETURNED ITEMS

REASON CODE ITE	EM#	STYLE NAME	COLOR	QTY.	RETURN PRICE
	TOTAL \$ CHARGED				

CODE	REASON
1	Fit not satisfactory
2	Color not satisfactory
3	Style not satisfactory
4	Received wrong style
5	Received wrong color
6	Other (explain):

RE-ORDERS SECTION

ITEM #	STYLE NAME	1ST CHOICE COLOR	2ND CHOICE COLOR	QTY.	PRICE
	TOTAL \$ CHARGED				

Send exchanges/refunds to:	Beautytrends, Inc. Exchanges/Refunds
•	10725 Midwest Industrial Boulevard
	Saint Louis, MO 63132

Method of Payment:	_	☐ Money Order☐ American Express	☐ Discover ☐ Visa

.ara Number	Exp. Date:		

Signature:_		