



Returns

Products being returned must meet the following conditions:

- The products have not been used.
- The products are returned within 30 days of receipt.
- The products are in their original, undamaged packaging. Packages opened with care are not considered damaged.

Non-Returnable items: Sale Items & Items where the customer indicated their acknowledgement, via checkbox, that the item may have compatibility issues

Exchanges

- **We are currently unable to accommodate exchanges.** If you need a different item, color, or size , please place a new order and follow the directions for returning unwanted items for a refund.

Defective and incorrect items

If you receive any defective or incorrect items, please contact us at customerservice@profile-design.com prior to sending these items back.

Shipping

- Please ship your return with a carrier that provides tracking and insurance. **We cannot be responsible for items that do not arrive at our facility.**
- We do not accept C.O.D. deliveries.

How long does it take to process the return?

- Returns enter our system within 48 hours of receipt and will be finalized within four business days after arrival. Email notification is sent upon the finalization of your return, not when your items are received at the facility. Please note that it takes most banks 3-6 business days for the credit to be reflected in your available balance after you receive your email notification.

Help

- If you have any questions regarding your return, please e-mail us at **customerservice@profile-design.com** or call us at **888-800-5999 Monday - Friday between 8 AM and 5 PM PST**

Please complete the following information and include it with your returned items:

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NAME: _____ ORDER NUMBER: _____
 PHONE: _____ EMAIL: _____

Product #	Description	Color	Reason Code

Reason Codes:
 1- Change of mind
 2- Wrong Item
 3- Return a Gift
 4- Defective

OTHER: _____

Please use the return label below to insure priority handling upon receipt:

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Profile Design
 Attn: Online Returns
 2677 El Presidio Street
 Long Beach, CA 90810