

RETAIL PRODUCT RETURNS FOR CREDIT & DEFECTIVE ITEMS

NO CREDIT / FINAL SALE BRANDS INCLUDE:

RE-STOCKING FEE'S FOR RETURN ITEMS

ARDELL
 AQUA
 BRAZILIAN BLOWOUT - PROFESSIONAL SOLUTION
 CHINA GLAZE - ALL POLISH
 COLOR PROOF
 ERGO - BRUSHES
 EXTEND-IT
 FRAMAR - FOIL IT, WET BRUSH, COLOR ME FAB
 FAKE BAKE
 FLEX EXTENSIONS
 FURNITURE
 GIGI
 HAIR TREATS
 HEMP NATION
 INOVACURE
 LIQUID KERATIN - PROFESSIONAL SOLUTION
 LIVING PROOF
 MICHA - ALL LASHES
 NORVELL
 STYLIST WEAR
 TANNYMAX
 TIGI MAKE UP
 WILMA SCHUMANN
 PROFESSIONAL - BLEACH, COLORS, DEVELOPERS
 12 BENEFITS

RETURNS ARE ISSUED AS A CREDIT ON ACCOUNT AND WILL NOT BE REFUNDED IN THE ORIGINAL FORM OF PURCHASE.

0 - 60 DAYS FROM ORIGINAL PURCHASE
0% RE-STOCKING FEE, FULL CREDIT GIVEN

60 - 90 DAYS FROM ORIGINAL PURCHASE
20% RE-STOCKING FEE

90 - 120 DAYS FROM ORIGINAL PURCHASE
30% RE-STOCKING FEE

120 - 150 DAYS FROM ORIGINAL PURCHASE
40% RE-STOCKING FEE

150 - 180 DAYS FROM ORIGINAL PURCHASE
50% RE-STOCKING FEE

AFTER **180 DAYS (6 MONTHS)** FROM ORIGINAL PURCHASE
NO RETURNS OR EXCHANGES = 0% CREDIT GIVEN

DEFECTIVE / DAMAGED ITEMS

***** MODERN BEAUTY ASSUMES NO RESPONSIBILITY UNLESS DAMAGES ARE REPORTED UPON RECEIVING THE SHIPMENT**

***** ANY DAMAGES CAUSED BY OR DUE TO SHIPPING NEED TO BE NOTED ON THE WEIGH BILL, AND MODERN BEAUTY MUST BE NOTIFIED WITHIN 24 HOURS OF RECEIVING THE SHIPMENT.**

***** IF DAMAGES / DEFECTS ARE NOT REPORTED UPON DELIVERY, THE PRODUCTS ON THAT SHIPMENT WILL NO LONGER BE ACCEPTED IN THE COMING MONTHS DUE TO ANY OF THE FOLLOWING REASONS:**

**BROKEN PUMPS
 DENTED BOTTLES
 EXPIRED PRODUCTS
 SEPARATION**

DISCREPANCIES / CREDIT ANNULMENT

***** NO CREDIT WILL BE ISSUED TO ITEMS THAT DO NOT COMPLY WITH OUR RETURN POLICY. ITEMS THAT WILL NOT RECEIVE A CREDIT INCLUDE BUT ARE NOT LIMITED TO:**

- 1) ITEMS THAT ARE RETURNED AFTER 180 DAYS
- 2) ITEMS THAT HAVE BEEN USED
- 3) ITEMS NOT DEEMED TO BE RESALABLE
- 4) ITEMS THAT ARE MARKED, LABELLED, OR HAVE BEEN USED
- 5) ITEMS THAT HAVE BEEN DISCONTINUED
- 6) SPECIAL ORDER ITEMS
- 7) CLEARANCE ITEMS
- 8) ITEMS THAT FALL IN THE "FINAL SALE BRACKET ABOVE"

RETAIL PRODUCT WILL BE ACCEPTED AS DAMAGED AND REPLACED FOR THE CUSTOMER FOR DAMAGES RESULTING FROM A MANUFACTURING DEFECT.

WITH ANY QUESTIONS OR CONCERNS REGARDING RETURNS PLEASE CONTACT HEAD OFFICE:

**MALOREY LYNDS - maloreyl@modernbeauty.ca EXT:1183
 NAJAT ELKADRI - najate@modernbeauty.ca EXT: 1184**