

# COSMOPROF - CUSTOMER RETURN POLICY

All merchandise shipped from a CosmoProf distribution center is subject to the following sales return policy:

- I. All shipping errors, such as overages, shortages, damages and/or incorrect product must be reported to your Sales Consultant or a Customer Service Representative within **ten (10) business days and the sales return finalized with 30 days. Original invoice or invoice number is required.**
  
- II. Overstock merchandise may be returned within **120 days** from original purchase date for credit under the following guidelines, along with applicable restocking fees that may apply.
  - a. Sales Consultant or Customer Service Representative must be notified to initiate return.
  - b. Merchandise must be in original packaging and resalable condition.
  - c. An invoice is required to receive credit for any returns.
  - d. Cosmetics may only be returned when unopened and in original packaging.
  - e. Seasonal merchandise must be returned within 30 days of the end of season.
  - f. Product with price stickers affixed or in damaged packaging cannot be returned.
  - g. Discontinued and/or used merchandise cannot be returned.
    - **Restocking fees will be assessed as follows:**
      - 0-60 Days 0% of price charged
      - 61-120 Days 20% restocking fee of price credited
      - Product over 120 days old may not be returned
  
- III. Electrical appliances, Shears and Clippers are subject to the following sales returns guidelines, in **addition to those noted above:**
  - a. Must be returned / exchanged within 60 days of purchase
  - b. Product must be in original packaging with instructions and all accessories
  - c. An invoice is required for full credit, otherwise lowest price in last 90 days will apply
  - d. An extended manufacturer warranty will be supported by either the vendor or CosmoProf. Please contact your Sales Consultant or a Customer Service Representative to determine which applies.
  
- IV. CosmoProf Store Purchases:

All returns of product purchased at a CosmoProf store must be returned to a store within 60 days, proof of purchase/receipt required. (Purchases through a sales consultant must be returned by contacting your Sales Consultant or a Customer Service Representative.)