

# Godiva's Secret Wigs

## CLIENT RETURN FORM

Please mail back the returned merchandise, this form, and a copy of your receipt so that we can process your request.

### Policy for Returns

We want you to love the merchandise that you receive from Godiva's Secret Wigs! If for any reason you are not completely satisfied with the style or color that you chose, you have TWO options:

**Option 1:** You may return your merchandise for a Store Credit. **With this option, there is NO restocking fee.** Once we receive your product, we will put the full amount of the product on your Godiva's Secret account as a Store Credit. Shipping and handling are never credited. You will receive an email regarding the Store Credit and then you will be able to use the credit to purchase whatever item(s) you would like instead.

**Option 2:** You may return your merchandise for a Refund. **With this option, there is a restocking fee of \$15 for each wig and 15% for all other items that are sent back.** Shipping & handling is nonrefundable.

***\*You must submit a Return Request online to be eligible for a Store Credit or Refund.\****

**To Submit a Return Request, please go to our website, [www.GodivasSecretWigs.com](http://www.GodivasSecretWigs.com).**

1. Click "Sign In" and enter your email and password to login to your account.
2. Under My Account, scroll down to "Completed Orders" and click on it.
3. Click on the Return Item(s) button.
4. In the next screen, select the product(s) you want to return using the "Qty. to Return" drop down boxes.
5. Next fill out the "Return Reason." The Return Action and Comments are optional.
6. Click on "Submit Return Request."
7. You will get a message that says "Your Return Request has been submitted successfully" and you will receive an email as well. Please read the Return Instructions before sending your item back to us.

### Guidelines and Instructions for Returns

All returns must be received back to Godiva's Secret Wigs within 14 days of receiving your purchase. **After 14 days, there will be no returns.** Product(s) must not have been worn, damaged or altered in any way and the original tag must be attached. We reserve the right to refuse your request if we feel these conditions have not been met. Please send your package back in a sturdy box, including this form and a copy of your receipt, via a prepaid, insured, traceable method to ensure a safe and documented delivery.

Send Returns to:

**Godiva's Secret Wigs**

**Attn: Returns Dept.**

**7335 Topanga Canyon Blvd. #220**

**Canoga Park, CA 91303**

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### Step 1- Fill Out Customer Information Below

Order #: \_\_\_\_\_

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

### Step 2- Fill Out if Requesting STORE CREDIT

Item you're returning: \_\_\_\_\_

\*There is NO Restocking Fee. Your credit will be put on your Godiva's Secret account and can be used at any time to purchase items from our website, [GodivasSecretWigs.com](http://GodivasSecretWigs.com). \*This credit does not expire.

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### Step 3- Fill Out if Requesting a REFUND

Item you're returning: \_\_\_\_\_

\*You will be refunded for the item(s) you return, less the Restocking Fee.

\*Please allow a full billing cycle for the refund to appear on your credit card statement.

**YOU MUST SUBMIT A RETURN REQUEST FOR US TO PROCESS YOUR RETURN.**

***Any questions, call Toll Free (877) 567-9447.***