



Returns Department.
P.O. Box 4462
Skokie IL 60076-4462

Return & Exchange Form

Email Support: admin@valley-beauty.com
Phone support: 1-224 534-0330
Monday to Friday 8.00am - 5.00pm CST
Saturday 8.00am - 1.00pm CST.

Returns/Exchanges: We hope that you will enjoy your purchase, but if you changed your mind, you can return the merchandise within 30 days of receiving date. Please note that restocking fee up to 15% will apply to your credit. Refund will be given as: Money Back. Product must be received new, unused condition. To begin your return or exchange please follow the instructions provided. For sanitary health concerns we cannot accept the returns of products that have been used or opened.

Damaged Shipments: If items you received were damaged during transit, you should contact our Customer Service within 48 hours of confirmed delivery date, except when delivery occurs on Friday or legal or Federal Holiday than notification should be on the next available business day. Please note that you will be provided with printable return label and you will not be charged restocking fee.

Unclaimed Packages:

Packages that were sent to customer and returned to us by shipping carrier for reasons such as: "Incorrect Shipping Address", "Unclaimed", "No Authorized Recipient Available" will be refunded to customer. Original shipping rate that was paid by us to shipping carrier will be deducted from refund.

Return/Exchange Instructions:

1. Fully complete the information on this form. Be sure to indicate refund or exchange.
2. Think green! If possible, please re-use your original shipping box and packing materials to carefully secure the items you're returning. You can use the return address on this form as your address label.
3. For your protection, we recommend shipping your package via a traceable shipping method and save your receipt.
4. **VB** will contact you by email within 5 business days of receipt to confirm that we're processing your request.

Please note: Returns and exchanges may result in either credits or charges to your original payment method. Your credit / debit card company may take up to 30 days to complete the transaction.

Last Name:		First Name:		Middle Initial:	
Shipping Address:		City:		State:	Zip Code:
Telephone Number: () -			Email Address:		
Account #:			Order #:		

Return/Exchange (Circle one)	Qty	Return Item Number	Item Description	Size	Exchange for Item Number	Exchange Item Description
Exchange / Return						
Exchange / Return						
Exchange / Return						

Return Reason Codes

Circle as many codes as apply to the products you are returning. Please use the space below for further details.

01 Damaged in transit	02 Wrong item shipped	03 Arrived too late
04 Wrong item ordered	05 Changed my mind	06 Product not as expected
07 Does not work / Broken	08 Does not perform as expected	09 Other

Other Reasons:

Payment Authorization

Refunds will be issued to your original payment method. By signing the form below you agree to our return/Exchange policies.

Your Signature: _____ Date: _____