



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

Return & Exchange Form

Contact [Valley-Beauty](mailto:admin@valley-beauty.com) Customer Service at admin@valley-beauty.com
or call 1-877-5VALLEY (825539) Monday through Friday, 7 a.m. to 5 p.m. CST.

Damaged Shipments: If items you received were damaged during transit, you should contact our Customer Service within 24 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 charge for returning the package. **Damaged item must be return in the same original shipping box.**

Returns/Exchanges: Within 14 days of purchase, you may exchange or return your order for a full refund. To begin your return or exchange, complete this form and be sure to include the items you wish to return or exchange. Please note you are responsible for the shipping and handling charges on your return package. We only accept returns/exchanges on products purchased from Valley-Beauty web-site, Valley-Beauty Amazon store and Valley-Beauty Ebay store.

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. Please sign below to confirm your authorization to charge your card if your exchange results in a charge.

I, _____, hereby authorize Valley-Beauty Co to charge my credit card for the difference in price from my original purchase.