

GODIVA'S SECRET WIGS CLIENT RETURN FORM

Not the wig you were expecting? ***Not a problem!***

PLEASE RETURN YOUR PACKAGE WITH THIS COMPLETED FORM AND A COPY OF YOUR INVOICE FOR A HASSLE FREE RETURN. *ALL RETURNS MUST BE RECEIVED WITHIN 14 DAYS OF DELIVERY DATE.

Step #1: Check to be sure you're eligible for a return.

- Tags attached No makeup residue
 Odor-free, no sign of wear Not cut, altered or washed

If you are not able to check off all 4 boxes, your item is not eligible for a return.

*****If we receive an ineligible item, it will be subject to a 30% fee.***

Step #2: Submit an Online Return Request.

- Go to www.GodivasSecretWigs.com, click on "Account" and enter your email and password.
- Go to "Orders," click on your order number being returned, then click "Request Return."
- Complete this section then click on "Submit Return Request."

Step #3: Choose how to process your Return.

- STORE CREDIT:** No restocking fee. The entire amount you paid for the product will be given to you as a store credit to use on future purchases.
- REFUND:** Your product cost will be refunded back to your original form of payment, less a restocking fee of \$15 for each Wig or Top Piece and 15% for all other items.

Shipping and handling fees are not applicable for a credit or refund.

*****Note: If no box is chosen, you will be given a store credit for the return amount.***

Step #4: Tell us who you are:

Name: _____ Order #: _____

Step #5: Return Instructions.

Please send your package back in a sturdy box. We recommend using a trackable shipping method. Please allow up to 5 business days for your return to be processed.

*All online orders MUST be returned to the below address.

SHIP TO:

Godiva's Secret Wigs
Attn: Returns Dept.
7335 Topanga Canyon Blvd. #220
Canoga Park, CA 91303

We encourage you to review our full policies page- www.GodivasSecretWigs.com>Returns