

## EXCHANGE/RETURN FORM

### Return and Exchange Policy:

- **Items must be sent back within 10 business days of receipt in new "eligible" condition\***. Items cannot be worn or tried on, must be in the original packaging with all tags attached and be odor-free. Costume wigs, costume accessories, wig accessories, care products, clearance sale items and price matched items are **FINAL SALE**.\*
- **We charge a \$10.00 or 15% restocking fee on for all refunds (whichever is greater). However, there are no restocking fees for exchanges and returns for store credit.** Refunds are issued back to the original method of payment. Shipping fees are non-refundable.
- The value of the **Free Shipping** coupon, if used, will be deducted from any refund or store credit. Coupon codes, promotions or gift certificates received are non-transferable.
- Return shipping are to be paid by the customer. **We are not responsible for lost or damaged packages.**
- Promotional item(s) associated with the returned product(s) must also be returned or **retail price of the promotional item(s) will be charged.**
- Coupon codes, promotions or gift certificates received are **non-transferable** to the new exchange order.
- Every item returned is carefully examined to ensure eligibility for exchange or refund, so please allow up to 1-2 weeks for an email confirmation of the refund status.

\*ITEMS THAT DO NOT MEET THESE CRITERIA WILL BE SUBJECT TO A **50% FEE**.

Customer Name: \_\_\_\_\_ Order No. \_\_\_\_\_ Order Date \_\_\_\_\_ Receive Date \_\_\_\_\_

\_\_\_\_\_ I want to exchange my item (see instructions below) \_\_\_\_\_ I want to return my item for a refund (restocking fee applies)  
\_\_\_\_\_ I want to return for Store Credit (no restocking fee)

I agree to the Wigs-US Return and Exchange policy and I agree to return the product(s) in the proper condition to be eligible for exchange or refund. I agree to the remedies set out should I return the item in non-eligible condition.

SIGN HERE:

PRINT NAME:

**NO restocking fees and Free Ground Shipping for domestic exchange orders!\***

#### Exchange Process

- Place your new order online or over the phone within 10 days of receipt. New Order # \_\_\_\_\_
- **Exchanges must be of equal or greater value.** Any remainder will be issued as a store credit for use on a future purchase.
- The value of the Free Shipping coupon, if used, will be deducted from any refund. Coupon codes, promotions or gift certificates received are non-transferable.
- In the comment section **reference your order number and the item you are sending back.**
- Use **Expedited** in the coupon code section of the checkout to waive the Domestic Ground Shipping.

#### Eligible Condition\*:

- Item must be in original brand new factory condition - unworn, not tried on and undamaged or altered in any way (brushed, styled, cut, product applied, etc).
- Tags must still be attached and hairnet undamaged.
- No perfume or odors of any kind.
- Retail packaging must be unblemished (no creases, split or damage of any kind). **DO NOT TAPE ANYTHING TO THE PACKAGING.**
- All original retail packaging and materials must be returned.
- Exchange or Refund must be requested within 10 days of receiving your original order.

Please mail back return items, with this completed form to:

**Wigs-US.com**

**12951 Huebner Rd Ste 781372**

**San Antonio TX 78278-7852**