

Please note, **No-Return accepted** after 14 calendar days from the date when you received your order. The item(s) will be shipped back at your expense.

Return Material Authorization (RMA) Form



I would like... Refund or Store Credit

Customer Name : _____ Order No: _____
 Customer Address: _____ City: _____ State: _____ Zip: _____
 Email Address: _____ Phone: _____ Fax: _____
 Order Date: _____ Received Date: _____

ATTENTION CUSTOMER:
All Refunds are subjected to a 50%-70% restocking fee.
Restocking fees are not administered for Store Credit

Item(s) for Return:

Company	Product Name	Color & Length	Q'ty	Reason Code

Return Reason Codes:

Too Big	1	Expected Better Quality	5	Dislike Texture	9	Not as Described	13	Duplicated Order	17	Canceled Order	21
Too Small	2	Did Not Wear Well	6	Dislike Color	10	Not as Expected	14	Arrived Too Late	18	Other (Please Specify)	22
Too Long	3	Defective	7	Changed Mind	11	Received Damaged	15	Wrong Item Shipped	19		
Too Short	4	Dislike Styling	8	Not as Pictured	12	Product Mislabeled	16	Received Another Customer's Order	20		

By signing below, I certify that I have read and fully agree with Hairwigharlem.com Terms and Conditions listed within the Company Policy. I understand that the Customer Service Department must be aware of all the items I am returning before shipping in order for the process to be completed.

Signature: _____ Date: _____

Use This Space for Additional Comments: _____

Return Policy: Please read before returning your order

(For complete details regarding returns please view Return Policy in Hairwigharlem.com)

- Returning item(s) should be postmarked by the 14 calendar days of the date when you received the order. Please note No Returns will be accepted after 14 calendar days from the date you received the order the item(s) will be shipped back at your expense.
- For all returns, please download RMA Form*. Fill everything out, and send returning item(s) with all documents and a copy of receipt. (If the RMA Form is incomplete, we may not process return process.
- Store Credit will only be eligible for registered Hairwigharlem.com customers. If not a member please register on our website.
- All Refunds are subjected to a 50%-70% processing fee. The processing fee is determined by the condition of the returned item.
- If we do not hear from the customer within 30 days we will automatically give you Store Credit