

# 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 or styling product 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](http://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 for YOU to use on future purchases. We do not offer automatic exchanges. Credit does not expire.
- 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.

*\*Note: If no box is chosen, you will be given a refund, minus the restocking fee.*

*Shipping fees are not applicable for a credit or refund. Return shipping fees will not be reimbursed.*

## Step #4: Tell us who you are:

Name: \_\_\_\_\_ Order #: \_\_\_\_\_

## Step #5: Return Instructions.

We do not pay for return shipping or provide return shipping labels. Send return back in a sturdy box. We recommend using a trackable shipping method. Once we receive your returned product, please allow 5-10 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.  
5230 Las Virgenes Rd. #285  
Calabasas, CA 91302

*We encourage you to review our full policies page- [www.GodivasSecretWigs.com>Returns](http://www.GodivasSecretWigs.com>Returns)*