

BEST WIG OUTLET®

RETURN MERCHANDISE FORM

STANDARD RETURN PROCESSING:

It is required to have RMA (Return Merchandise Authorization) number issued by Best Wig Outlet prior to return any items. A customer must contact us in **7 days** of the delivery by email at info@bestwigoutlet.com to receive RMA number. All returns must be postmarked within 5 days from the date RMA issued. RMA numbers must be clearly marked on the outside of the shipping box. An additional fee may be charged for the unauthorized return or late returns. Shipping cost (including Free Shipping Promotions when purchasing) will be deducted from your refund/exchanges. Customers are responsible for shipping costs. Refund/Exchange can take up to 10 business days.

RETURN ADDRESS:

Please mail the original package by
Post Office (USPS)

Best Outlet - RETURN DEPT
112 E Orangethorpe Ave
Anaheim, CA 92801

Name: _____

Phone Number: _____

Order Number: _____

RMA Number: _____

Please check reasons for
the return/exchange below:

- ☐ Disliked Style ☐ Changed my mind
☐ Disliked Color ☐ Cap Size: Small / Large
☐ Other(specify): _____

PLEASE SELECT YOUR OPTION BELOW:

☐ **STORE CREDIT**

Free Restocking Fee. To redeem, simply place a phone-order through customer service. Store Credit is valid for one(1) year.

☐ **REFUND**

All refunds are subject to a restocking fee of a minimum of \$10 per item or 15% of the purchase whichever is greater. Refunds will be issued in the original form of payment minus a restocking fee.

☐ **EXCHANGE**

If the exchange item(s) costs more, you will be contacted for the payment information. Discount Coupons are not transferable.

| Item No. | Item Name | Color | Qty | |
|----------|-----------|-------|-----|--|
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RETURN POLICY:

The returning merchandise must be in its original factory condition and packaging.

The return must have the original box/bag, frame, hairnet, labels, and tags attached and undamaged. Items **cannot be worn or tried on**. The wig may not have been washed, brushed, combed, colored, heated, cut, applied any hair products, or exposed to smells such as cigarette or perfume. Brushing and combing a wig change the texture of the fibers. The change is easily detectable by the RMA department.

Items altered in any way will not be accepted. All returns that do not meet the conditions described above will be sent back to customers at their expense.

Additional fees, up to 75% of the original purchase price, may be charged depending on the condition of the returns. Examples for an additional fee, but not limited to these, are; incomplete packaging without literature, accessories, or tags, damaged item box, the product has been altered in any way.

Free Gift (if any) must be included, otherwise, a regular price of the item may be charged.

RESTRICTIONS:

African American Wigs, Costumes, costume wigs, beards, mustaches, costume eyelashes, costume masks, hats, headwear, accessories, color rings, and clearance, sale, close-out items are **FINAL SALE**. Also, items, QTY of 3 or more on the same item and color, are considered as **FINAL SALE**.

They are **NOT RETURNABLE OR EXCHANGEABLE**.

Please sign below after reading and accepting the terms above

Signature: _____