



Include this form with all returned or exchanged items.

Please read our Shipping & Return Policy online for return deadlines, restocking fees and other important details.

NAME: _____ EMAIL: _____

ADDRESS: _____

CITY/STATE/ZIP: _____ PHONE: _____

I WANT TO RETURN THESE ITEMS WHICH ARE ENCLOSED

INVOICE NO.	DATE	MODEL NO.	NAME/DESCRIPTION	SIZE	COLOR

What was good about the item? _____

What was not good? _____

I would like to receive a refund. I would like to exchange the above item(s) for the following:

MODEL NO.	NAME/DESCRIPTION	SIZE	COLOR	QTY	PRICE

SIGNATURE: _____ **DATE:** _____

ALL RETURNED ITEMS MUST be in the original factory condition.

Any wigs that have been cut, dyed or altered, in any way, may NOT be returned. (Wigs may only be tried on briefly but may not be worn for an extended period.) Wigs that have been worn and show any signs of wear may NOT be returned. Any wigs that have been stained, soiled, ripped, placed near heat or used with heat may NOT be returned. Items exposed to odors such as cigarette smoke or perfume may NOT be returned. (Wigs may be washed one time but ONLY by hand with a gentle shampoo in cold water, thoroughly rinsed and then air-dried with NO HEAT.) Any sign of wear or damage will invalidate the 10-day Money-back Guarantee and may NOT be returned. These conditions apply equally to all wigs whether human hair or synthetic and all hats, scarves & accessories.

ALL RETURNED ITEMS MUST be postmarked within 10 days of the delivery date. Call us within the 10 days if you will not make the deadline.

Items returned within 1-10 days: may be returned for cash, exchange or store credit and may be subject to a Restocking Fee of not more than \$65.

Items returned within 10-21 days: May be exchanged for merchandise of equal or greater value or store credit; may NOT be returned for Cash; and will be subject Restocking Fee up to \$95 or 20% of the purchase price.

Items returned after 21 days: Are considered Late Returns and will NOT be eligible for cash refunds, exchanges or store credit. We cannot mail back Late Returns but will give the item to charity or sell the item and give the proceeds to charity.

We refund ONLY the purchase price of the returned item (less any restocking fees); WE DO NOT REFUND SHIPPING CHARGES. You are responsible to pay the cost of any return shipping. No refunds may be issued until the your return is received in good condition. Cash refunds are usually mailed in a refund check regardless of the original payment method. Please allow 2 weeks for the check to reach you.

We can accommodate ONE exchange per item, as long as eligibility requirements are met. Wig Care products may not be returned.

An item that is given free with your purchase is not free without your purchase and will be deducted from your refund if it is not returned. Free Shipping is not free if the total is under \$50 after the return.

CUSTOM WIGS & CUSTOMIZED WIGS may NOT be returned. Since each individual wig is made for a specific customer with the details they requested, Custom Wigs and Customized Wigs may NOT be returned. If the final result does not meet your expectations, you have 2 options:

1. If minor changes are needed (resizing, adding highlights, etc.), we can ship the wig back to the manufacturer for adjustments. FedEx International rates to the manufacturer will cost about \$80-\$120 USD.
2. Otherwise you can take the wig to a local salon for assessment and adjustment.

AURA Wigs does warranty all AURA Custom and stock wigs for manufacturer defects for the first 6 months.

The warranty applies ONLY in the case of an obvious manufacturer's defect, such as excessive shedding, etc. The warranty does not cover damage caused by misuse of customers or hairdressers. Examples of misuse would be wigs that have been bleached or poorly cut. Determination of eligibility for the warranty is solely at AURA's discretion.

Savvy Sheitels reserves the right to make changes to its Web site and these terms and conditions at any time without notice.

RETURN TO:
Savvy Sheitels #108

Rev-Date September 2010

2136 Ford Parkway, St Paul, MN 55116 USA
Attn: Return Dept.