

# RETURNS AND EXCHANGE FORM

**Oré Originals, Inc.**

1357 CORONADO AVENUE LONG BEACH, CA 90804 USA

PHONE: 562-961-3300 / FAX: 562-961-3305 / ORDER LINE: 800-367-2675



**Thank you for buying Oré Originals products.** Our goal is 100% happiness with our products and we want you to love what you bought. If you aren't satisfied, you may return or exchange merchandise purchased directly from us in its original unused condition and packaging within 10 days of receipt. Thank you for your patience and clarity regarding your return issue. Our goal is to improve the quality of our service through your feedback.

**How to Return Merchandise Shipped within the U.S.**

To return or request exchange of merchandise, fax (562) 961-3305 or email this completed form to [returns@oreoriginals.com](mailto:returns@oreoriginals.com). Include a copy of your original order or invoice if possible. Our returns specialist will be in touch with you as soon as possible to clarify next steps. After you have received confirmation from our Returns Department, securely repack merchandise with copy of returns form and send via a traceable method to the address above, attention: Oré Returns Department.

**Canadian or International Returns** Email us at [returns@oreoriginals.com](mailto:returns@oreoriginals.com) or call our toll free number above. Ask to speak to our International Returns Specialist for guidelines and instructions.

**Returns and Exchanges** We accept returns or exchanges less the original shipping costs and we only accept returns of purchases made directly from us.

**Refunds** will be issued in the original form of payment for the original purchase price once the item(s) are received and processed. Allow 30 days for processing.

**Exchanges** will be issued for the original purchase price. If we shipped in error, your exchanged item(s) will ship for free.

**Sale Item Return Policy** All sale merchandise is sold at final sale, no returns or exchanges will be accepted.

**Damages or Defective Merchandise** Please notify us immediately upon receipt of any damaged or defective merchandise by calling our toll-free number listed at the top of this form. Any and all claims must be made within 10 days of receipt of merchandise.

## CUSTOMER INFORMATION

Are you a:  Consumer  Certified Reseller/Wholesaler Customer No:

Customer/Store Name: Contact Name:

Phone Number: Email:

Order/Invoice #: Today's Date:

Are you:  Returning for refund  Exchanging item(s)  Other (see reason code below)

## ITEM INFORMATION

Please include the reason(s) code below for each item to help us expedite your return/exchange and assist us in making future improvements.

Reason Code	Item #	Description	Quantity	Exchange for Item #	Description

**REASON FOR RETURN**

- |  |   |   |
|--|---|---|
| <p><b>A</b> ITEMS NOT AS PICTURED</p> <p><b>B</b> DID NOT LIKE</p> <p><b>C</b> QUALITY NOT AS EXPECTED</p> | <p><b>D</b> MERCHANDISE WAS DEFECTIVE</p> <p><b>E</b> MERCHANDISE WAS DAMAGED IN SHIPPING</p> <p><b>F</b> RECEIVED INCORRECT QUANTITY</p> | <p><b>G</b> RECEIVED INCORRECT ITEM(S)</p> <p><b>H</b> ARRIVED TOO LATE</p> <p><b>I</b> OTHER (EXPLAIN BELOW)</p> |
|--|---|---|

CUSTOMER COMMENTS:

For Office Use Only: