



## Return Policy and Merchandise Return Request Form

Consultants' rights to return Paparazzi merchandise ("Merchandise") are limited. Please carefully review this Return Policy and Request Form before placing an order for Merchandise.

Not all Merchandise may be returned. Only Merchandise with manufacturer defects may be returned, if Consultants comply with this Return Policy. A Return Merchandise Authorization ("RMA") must be issued for any Merchandise in order for it to be returned. Any request for a return of Merchandise must be received by Paparazzi within three (3) business days of the day the Merchandise is delivered to the shipping address the Consultant provided.

Consultants are required to inventory all Merchandise immediately upon its arrival. If a Consultant uncovers any damaged or defective pieces of Merchandise that the Consultant would like to return to Paparazzi, such damage and request for return must be reported to Paparazzi within three (3) days of the delivery date.

To initiate a return request for Merchandise that is eligible for returns, a Consultant should report the damage and submit a return request directly via the online return system. If Consultant does not initiate the return by uploading an image of each damaged item under the correct item's SKU within the appropriate time frame, the Consultant will waive any rights to return Merchandise.

Paparazzi only warrants against manufacturer defects. There are times when small pieces of the Merchandise may be loose (i.e. jump rings) and only need a small adjustment; these are not manufacturer defects and are ineligible for return. If a manufacturer defect is determined, a Return Representative will process the return request within the online return system and a credit will be issued to the Consultant's Back Office.



Only Merchandise that is reported via the Paparazzi online return system within three (3) days of the delivery date of the Merchandise will be eligible for return. If a Consultant does not initiate a return of defective Merchandise as set forth above within three (3) business days of the delivery date, the Merchandise will not be eligible for return, regardless of the defect.

If a Return Representative requests the items to be physically returned, please complete the attached form and send it, along with the Merchandise to be returned, to: Paparazzi Returns Department, 4771 S Desert Color Pkwy, St. George, UT 84790. Items not returned to the address specified on this form will not be received or processed by Paparazzi. All physical returns must be postmarked within four (4) business days of the Return Representative's instruction.

The amount paid for return shipping must be visible on the outside of the package (or a copy of the receipt showing the cost of postage must be included). Returns sent by any other shipping method will not be eligible for crediting of shipping costs. Any request for credit or reimbursement of return shipping costs will not be accepted or reviewed if documentation is not included with the original return. If required documentation is not included in the original return submission, any credit for return postage will be forfeited.

Returns weighing 13 oz. or less must be sent via USPS First-Class Mail® or Standard Post™. If weight of return exceeds the USPS First-Class Mail weight limit (13 oz. if weighed at the Post Office, 16 oz. if using home postage), then Priority Mail® may be used and the product can be shipped using the Flat Rate boxes or envelopes provided by USPS. Please note that the smallest Flat Rate envelope or box must be used to be eligible for postage reimbursement.



Upon receipt and inspection, your Back Office will be credited for the Merchandise, tax and shipping paid to return the item(s). This credit will be available to use towards a future order of Merchandise with Paparazzi.

Any items received by the Returns Department that can be easily repaired, do not have a RMA number, or do not meet the above specifications will not be accepted. The items will not be returned to the Consultant and any applicable shipping fees will be forfeited or charged back to Consultant.

\*Please note that the Personal Volume (PV) for each returned item of Merchandise will be retracted. Paparazzi is not responsible for the impact these retractions may have on a Consultant's commissions or status.

This Return Policy is governed by Paparazzi Policies and Procedures.



## Customer Merchandise Return Policy

Accessories that were shipped in error or damaged in transit may be returned to Paparazzi for a full refund within 10 (ten) days of receipt. To initiate a return, follow the steps below:

- 1) Log into your account at [paparazziaccessories.com](http://paparazziaccessories.com)
- 2) Click on "My Order History" near the bottom of the screen
- 3) Locate and click on the appropriate order number
- 4) Click on "Return an Item from This Order" at the bottom of the screen

From there, you will need to select the appropriate items, provide a description of the defects, and upload images to document the claim. Accessories that have been used or worn, no longer have the original tags, were ordered in error, or broken due to misuse will not be eligible for return.

Upon submission, you will receive an email notification with your RMA (Return Merchandise Authorization) number. Your return request will be reviewed by our Returns Department within five (5) business days. If your return is approved, you will be notified by email, and, if possible, a replacement will be sent. If the item is no longer available, a refund will be issued to the credit card of purchase. If our team requires additional information regarding your request, you be notified by email.