



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) 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) 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.



Paparazzi Accessories – Customer Merchandise Return Policy

An item is considered eligible for return if one or more of the following criteria has been met:

1. The item was received due to an error on the part of Paparazzi Accessories
2. The item was damaged in transit
3. The item was broken prior to being worn
4. The item has a manufacturing defect such as a non-functioning clasp, abnormal discoloration, or a jump ring not being closed properly.

The request for return must be made within 10 business days of receipt to be eligible for a full refund. To initiate a return, the customer must contact Paparazzi Support at (855) 697-2727 to obtain a Return Merchandise Authorization (RMA) number. Upon approval, a shipping label will be provided to the customer.

All returns need to have the RMA number clearly marked on the outside of the package and must be shipped to:

Paparazzi Accessories
Attn: Returns
4771 S Desert Color Pkwy
St. George, UT 84790

Once the returned merchandise has been received, a direct replacement will be sent to the customer. If the returned item is no longer available for purchase, a refund in the amount of the original purchase price will be processed on the original form of payment.

No exchanges.

Items returned that are no longer in their original packaging are subject to a 15% restocking fee.

Items ineligible for return include:

1. Items ordered in error by the customer
2. Items broken due to misuse by the customer
3. Items tarnished by water, hairspray, perfumes, etc.
4. Items that have been worn.