



# RETURN POLICY

Thank you for shopping at Afaze.com!

We at Afaze want you to be completely happy with your order. If for any reason you are not satisfied with your purchase, we will gladly accept your return if received or postmarked within 30 days of the order date for a full refund.

**Please remember that this policy only applies to online purchases made through [www.afaze.com](http://www.afaze.com).**

**Afaze retail stores can not accept returns for items purchased on line.**

Please be aware that the customer is responsible for all shipping costs associated with returns or exchanges unless Afaze.com has sent a damaged or incorrect item.

## **Return instructions:**

1. Complete the Return Form on the bottom of the invoice included with your shipment and send us the items that you would like to return. Please be sure to indicate the return reason code and return quantity for each ITEM.
  - Afaze does not accept returns for cosmetics, earrings, lingerie or final sale items.
  - All items must be returned in original condition (unworn and unwashed) and with tags attached to ensure a refund.
  - Returns postmarked after 30 days of the order date will not be accepted.
2. Pack and seal your return merchandise securely (in the original package if possible).
3. Send the return package along with the return form to the following address:

**Afaze.com**

**Attn: Returns Department**

**12 Vreeland Avenue**

**Totowa, NJ 07512**

When returning an item, Afaze recommends using a traceable method of shipping (certified mail, UPS, FedEx, etc) We cannot assume responsibility for misdirected or lost shipments.

4. You will be notified via email once your return has been received and a credit has been processed. You can expect a refund in the same form of payment originally used for the purchase within 30 days of receipt of the return.  
Original shipping and handling charges are nonrefundable.

## **Exchange instructions:**

1. If you receive an incorrect or damaged item, you must notify us within three days of receiving the product in order to be eligible for a refund or exchange. Please contact us at **1-888-99-AFAZE (1-888-992-3293)** or [custsupport@afaze.com](mailto:custsupport@afaze.com)
2. If the return is a result of a manufacturing defect or shipping error, your shipping costs will be reimbursed to your credit card and Afaze will gladly replace the merchandise. You will not incur any additional shipping charges.
3. All other items for exchange must be processed as a return. You will need to place a new order for the item you would like to purchase.