

RETURNS/EXCHANGES

We stand behind every product we sell. If you are not absolutely satisfied with your purchase for any reason, we will provide a full refund or store credit (including tax where applicable) for merchandise returned within **60 days** of your purchase date. We're sorry, but shipping fees are not refundable. To review our full return policy, please visit www.paulaschoice.com.

First Name _____ Last Name _____

Address _____

E-Mail _____ Phone _____

REFUNDS

Refunds are issued in the **original form of payment** when returned within 60 days of purchase.

After 60 days, returns will be issued as a store credit that will be applied to your next purchase. Store credits will also be applied for partial kit returns.

RETURNED ITEMS

QTY.	ITEM NO.	DESCRIPTION	REASON CODE(S)	TOTAL																														
<table><tr><td>1</td><td>Changed Mind</td><td>6</td><td>Didn't like texture</td><td>11</td><td>Pump doesn't work</td></tr><tr><td>2</td><td>Product damaged, but shipping box OK</td><td>7</td><td>Didn't like scent</td><td>12</td><td>Broken seal</td></tr><tr><td>3</td><td>Product and shipping box both damaged</td><td>8</td><td>Didn't like color</td><td>13</td><td>Product leaked</td></tr><tr><td>4</td><td>Wrong item was sent</td><td>9</td><td>Caused breakouts</td><td>14</td><td>Other (please explain below)</td></tr><tr><td>5</td><td>Product arrived too late</td><td>10</td><td>Had reaction (please explain below)</td><td></td><td></td></tr></table>					1	Changed Mind	6	Didn't like texture	11	Pump doesn't work	2	Product damaged, but shipping box OK	7	Didn't like scent	12	Broken seal	3	Product and shipping box both damaged	8	Didn't like color	13	Product leaked	4	Wrong item was sent	9	Caused breakouts	14	Other (please explain below)	5	Product arrived too late	10	Had reaction (please explain below)		
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Comments: _____																																		

NEW ITEMS

QTY.	ITEM NO.	DESCRIPTION	TOTAL

For Exchange Balance: ☐ Charge the default card on file (registered users only)
☐ Please call me for payment (if we don't reach you, we will leave a voicemail and email you to contact our call center when you are ready to provide your payment information)

EXCHANGES

Once we have received your returned item(s) and the completed returns form, we will begin to process your exchange as a separate order for the new items. If the item(s) requested cost less than the item(s) returned, the difference will be issued as a store credit toward a future purchase. You will receive an e-mail confirmation when your exchange is processed.

Note to International Customers: Because duties and taxes are collected by the governing country (and not Paula's Choice) we cannot provide a refund for these expenses.

Note to Canadian Customers: Exchange orders are subject to brokerage fees and taxes.

GENERAL RETURN PROCESS

1. Fill out return form.
2. Package items for return in any secure box and enclose the completed form.
3. Mail item(s) to:
Paula's Choice Returns
23215 66th Avenue South, BLDG 1
Kent, WA 98032
4. Most returns are processed within 3-5 business days of receipt. You will receive an e-mail confirmation once your return or exchange has been processed.

For questions, please visit our Help Center at <https://helpcenter.paulaschoice.com>

PAULA'S CHOICE
SKINCARE