



RO SHAM BEAUX
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RETURN AUTHORIZATION REQUEST FORM

Thank you for purchasing from RO SHAM BEAUX. Your business is greatly appreciated. We go to great lengths to assure the quality of our products. Slight variations in finish, tone and color are common due to our use of natural materials and the fact that they are handmade. These variations are not grounds for a claim.

Upon arrival of your package, please inspect it immediately to insure that it has arrived in good condition. In the event you need to make a claim based on **damage or defect**, you must do so within **72 hours** of receipt of merchandise. Please take at least 3 pictures of the product and packaging and email to customerservice@ro-sham-beaux.com to begin processing of your return. We will give you further instructions upon receipt of your request.

Eligible returns due to damage or defect must be packaged in the **complete and original packaging** materials in order to receive a full refund or credit. If products are not returned in the full and original packaging, a 25% restocking fee will be deducted from your refund or credit. Packages must be properly packaged and boxed when the carrier arrives to pick up the item(s) to be returned.

The return must occur within 15 days of the receipt. All sales on custom pieces are final.

Company/Customer Name _____
Return Request Date _____
RO SHAM BEAUX order/invoice # _____
Phone # _____ Date Product Received _____
Contact Name _____ Email _____
Item Name _____ Quantity _____

Briefly describe the condition of the product: