

RO SHAM BEAUX  
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CHARLESTON SC 29405  
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[www.ro-sham-beaux.com](http://www.ro-sham-beaux.com)

RETURN AUTHORIZATION REQUEST FORM for RETAIL ORDERS

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](mailto:customerservice@ro-sham-beaux.com) to begin processing of your return. We will give you further instructions upon receipt of your request.

Eligible returns 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 20% 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.

Should you need to return an item for any other reason you will be responsible for all shipping associated with the returned item(s). 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 or is this a stock return:

Do you want a replacement: YES NO

Replacement ship to name & address:

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Additional information regarding policies and returns may be viewed on our website