



exchange + return form

Shopping is fun, and we intend to keep it that way. Our Happy Philosophy is simple – we want you to love our accessories as much as we do. If you would like to replace, exchange, or return your item, please refer to our exchange + return policy and process located on the back of this form.

Use the fields below to indicate how you would like us to process your merchandise. Should you need any assistance completing this form, please contact customer service at customerservice@adornableu.com.

exchange + return options (check one)

- EXCHANGE / SAME ITEM EXCHANGE / DIFFERENT ITEM REFUND ORIGINAL PAYMENT

your item will be shipped within 7-10 business days based on product availability

your exchange will be processed when adornable.u receives payment for any positive difference in price

all refunds are applied to the credit card used at the time of purchase

returned merchandise

SKU #	size	item name	return code	qty	price	total

returned merchandise total (-)

new merchandise

SKU #	size	item name	qty	price	total

new merchandise total (+)

balance (- or +)

payment information:

Please complete if positive difference occurs. If left blank, we will contact you for information.

NAME ON CARD	
BILLING STREET ADDRESS	CREDIT CARD NUMBER
BILLING CITY, STATE, ZIP	EXP DATE SEC CODE

DATE ORDERED

ORDER NUMBER

return reason codes

- | | |
|-----------------------|-------------------------|
| 1 BROKEN | 5 ARRIVED DAMAGED |
| 2 WRONG ITEM ORDERED | 6 CHANGED MIND |
| 3 WRONG ITEM SHIPPED | 7 MISSING/DAMAGED STONE |
| 4 NOT WHAT I EXPECTED | 8 DAMAGED FINISH |
| 9 OTHER: | |

SHIPPING INFORMATION:

NAME

STREET ADDRESS

CITY, STATE, ZIP

EMAIL

PHONE NUMBER

By signing below you acknowledge that you are authorizing us to process your exchange or return per your request with the provided information and that you have read and understood our return policy.

SIGNATURE

All returns must be sent to adornable.u and must be accompanied by a copy of the original sales receipt and the completed Exchange + Return Form. If you are unable to locate any required documentation, please contact your Style Mentor or customer service at customerservice@adornableu.com.

Ship to:
adornable.u™ accessories
P.O. Box 92172, Southlake, TX 76092

adornable.u exchange and return policy:

Shopping is fun, and we intend to keep it that way. Our Happy Philosophy is simple – we want you to love our accessories as much as we do. Love your jewelry and your jewelry will love you back. Your jewelry should be the last thing you put on when you go out the door, and the first thing you take off when you come home. Keep water, chemicals, and sweat away from your pieces so they will retain their original beauty longer.

If you are not completely satisfied with your items from a customer or host order for any reason, you may return them for an exchange, replacement, or refund within the first 90 days of purchase. Replacements may be processed for up to 180 days from the original purchase date. adornable.u prides itself on our high quality standards. If it has been more than 180 days since your purchase date and you believe your item may have a manufacture defect, please contact customer service. Manufacture defects do not include damage, discoloration, or breakage due to excessive wear, exposure to water or chemicals, or misuse.

All exchanges and replacements are shipped to the customer at no additional charge. In the event you receive an incorrect item or your item arrives damaged due to shipping, please contact customer service within 14 days of receipt for a prepaid return shipping label. In the instance of a standard exchange, replacement, or return adornable.u accessories does not provide return shipping labels.

Orders that contain a monthly promotion must remain above the qualifying subtotal. If a requested refund reduces the subtotal of the order below the qualifying amount, the retail value of the promotional item will be removed from the refund. To receive a full refund, the promotional item must be received at the time of the refund request unworn and in saleable condition. Monthly promotional items are not eligible for exchange and may only be replaced within 90 days of purchase. Monthly promotions are limited quantities and available on a first come, first serve basis determined by the date the order is submitted online.

For orders containing earrings, please be sure to include both earrings in the return package. adornable.u does not replace items due to loss. To replace a lost earring, please reference our Found It! earring program or contact customer service at customerservice@adornableu.com for additional information.

adornable.u exchange and return process:

An order number is required to begin the return and exchange process. If you need assistance in locating your order number, please contact customer service at customerservice@adornableu.com. All returns and exchanges must include the item, proof of purchase (receipt or packing slip), and a completed exchange and return form. If your return references multiple orders, please use a separate E&R form for each order. Please return items in their original packaging. If the original packaging is not available, items should be carefully wrapped and separated to avoid any damage during transit. Damage incurred during shipping due to insufficient packaging may result in an item being evaluated as unsaleable. adornable.u is not responsible for any items that are not successfully delivered to the adornable.u return address. Returns and exchanges will be processed within 7-10 business days from receipt. Incomplete forms, order information, or missing payment information could delay this processing time.

As an independent business owner, your Style Mentor may choose to accept cash or check as a valid form of payment. If you paid your Style Mentor via cash or check, please contact your Style Mentor to begin the returns process. Refunds include the purchase price of the item and any applicable sales tax. Shipping is non-refundable. Refunds are only applied to the card used to place the order. Once your return has been processed, please allow 3-5 banking days for the funds to appear in your account. Please note, adornable.u accessories does not accept cash or check as payment during the exchange process.

If a return is received without all necessary information, adornable.u will attempt to contact the customer and/or Style Mentor regarding the missing information. If information is not received within 90 days of requesting the information, the items will be considered surrendered.

In the event a return is denied, the customer and/or Style Mentor will be notified. adornable.u will return the original merchandise to the customer per their request. The request for the item to be returned must be received within 30 days from the date the notification of denial is sent from adornable.u. After 30 days, the item will be considered surrendered.