

# Returns

## *FINAL SALE ITEMS/NO RETURN ITEMS*

Due to health and safety concerns some of our products cannot be returned. These items include, but are not limited to, skin/hair products, shaving creams/soaps/gels, aftershaves, colognes/fragrance, or any personal-care types of products. Please contact us regarding specifics about a particular product or products.

Items that are listed as final sale are also not returnable.

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## *FREE RETURNS*

A purchaser is allowed one return free of charge through USPS First Class Service for a given order but only for damaged goods. Additional returns for a given order are allowed, but will be at the purchaser's expense. The purchaser will be responsible for returning the item at their own expense and eligible charges will be refunded once the returned item(s) has/have been inspected. Detailsformen is not responsible for items that may have become lost or stolen in shipment. You have up to 14 days from the date of original delivery for all returns.

If your purchase does not qualify for free shipping, the free return policy is not applicable and the purchaser will be responsible for return shipping charges and will not receive a refund of the original shipping charge. In cases where returns are for reasons other than damaged or defective products the cost of flat rate shipping (\$4.95 + tax) will be deducted from the refund value if refunding the item(s) brings the value of the original order below the \$50 free shipping threshold.

All final sale items are final sale and cannot be returned or refunded.

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## *DAMAGED GOODS RETURN GUIDELINES*

The return guidelines must be carefully followed in order to ensure there are no issues when returning your product.

- Email [contact@detailsformen.com](mailto:contact@detailsformen.com) and request a return. Please provide your order number.
- The returns specialist will record your information and give you a Return Merchandise Authorization (RMA) number. This number is our tracking number for your return and must be referenced in all communications.
- Follow the directions given by the return specialist to return your order. It is extremely important that you mark your RMA number on the outside of your package.

Returns will be processed within 10 business days of Detailsformen receiving them.

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### *SPECIAL ORDER ITEMS*

There are no returns on special order items.

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### *Returns*

Detailsformen is confident you will be happy with your purchase(s). If you are unhappy, with your purchase or there is a problem with a product, please contact us at [contact@detailsformen.com](mailto:contact@detailsformen.com) to request a Return Authorization Number (This number must be written on the outside of the returned parcel).

If you have purchased your items on line and wish to return them to the store you must do so within 14 days of your purchase and they must be in original packaging and unused. You must include a copy of the paperwork that was included in your order.

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*Eligible products must meet the following criteria in order to be returnable:*

- Must be unused and in the original packaging. All original documents, components and accessories must be included.
  - Product must be in saleable condition with no indications of use.
  - Product must have been purchased for full regular price. Sale items cannot be returned unless they were damaged during original shipment.
  - Product must not be a final sale item.
  - Free returns - to qualify for a free return your item(s) must meet our criteria.
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### *DAMAGED ITEMS*

Damaged items must be reported within 2 business days of receiving your order. We recommend that you take pictures of the damages prior to opening any packages.

Please follow the return guidelines to notify us of your damaged items.

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### *CANCELLING YOUR ORDER*

If you have placed an order and would like to cancel it prior to shipment confirmation, please email us at [contact@detailsformen.com](mailto:contact@detailsformen.com) to cancel it free of any charges. Please make sure to reference your order number in all communication to us. All other cancellations are subject to our standard return policy. Orders should be cancelled after 12 hours due to our fast shipping turn around.

