

# RETURN MERCHANDISE FORM

**PUR VOUS COSMETICS**  
 118 Las Tunas Drive; Suite A  
 Arcadia, California 91007-8585

http://www.purvous.com  
 http://www.pentawaterchina.com

Monday – Friday: 10 am – 5 pm PST

**Telephone:**  
 (626) 446-8846 (Local and International)  
 (800) 527-8488 (Toll Free, U.S. Only)

**Fax:** (626) 446-6623

**RMA#:** \_\_\_\_\_  
*(Please call our office for this number)*

*Customer Information:*

**Order #:** \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_ Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

Email: \_\_\_\_\_ (Required)

*Original Method of Payment:* (Please check one)

Check     Money Order     Credit Card

Credit Card #: \_\_\_\_\_ Exp. Date \_\_\_\_\_

Name on Card: \_\_\_\_\_

Check #: \_\_\_\_\_ DL# \_\_\_\_\_

Money Order #: \_\_\_\_\_ \$ \_\_\_\_\_

\* Please note:  
 We'll issue you a full refund in the same method you used to pay for your product(s).  
 For example, if you purchased your item by credit card, please check your statement  
 for a refund. If you paid by check, a check will be returned to you.

*Return or Exchange Order:*

ITEM #	PRODUCT DESCRIPTION	QTY	PRICE	TOTAL	REASON FOR RETURN

## RETURN & EXCHANGE POLICY

We'll gladly accept returns or exchanges for any purvous.com products within 30 days of the PURCHASE date. To ensure a timely refund to your account, please return the item immediately upon deciding that you do not want the product.

There is a **20% restocking fee** for all used product returns and/or products that are not in its original shipping condition. Products that have been used, worn, or altered in any way are all subject to the 20% restocking fee.

The shipping and handling fees of the returns and exchanges are the responsibility of our customers. We regret to inform you that we do not refund the original shipping and handling costs with the return.

To return an item, please follow the simple instructions below:

1. Securely Package the unused product into its original packaging and shipping box.
2. Fill out the Return Merchandise Form included in your shipment. Please remember to fill out the reason for your return.
3. Call the phone number on the Return merchandise Form for a Return Merchandise Authorization (RMA) number. Please write that number on the upper right-hand corner of your Return Form to expedite your return.

Please mail all returns to: Pur Vous Cosmetics, Inc.  
 Attn: Customer Service Return Dept.  
 118 Las Tunas Drive, Suite A  
 Arcadia, California, 91007-8585

We'll issue you a full refund in the same method you used to pay for your product(s). For example, if you purchased your item by credit card, please check your statement for a refund. If you paid by check, a check will be returned to you.

If you are returning a gift, we will **ONLY** issue store credit. Please make sure to enter all of your information, including your e-mail address. Once again, we regret that we are unable to refund any shipping and handling costs.

After the 30 day return period has passed, you may **ONLY** receive a store credit. The credit for your returned items cannot be exchanged for cash. However, you may use your store credit to purchase other products and merchandise.

It may take up to 30 business days to process the return and credit your account, or to issue a store credit. We will notify you via e-mail once your return has been processed. Please note that your financial institution will likely take approximately seven business days to reflect this transaction. If you have any questions about your return, please contact Customer Service.