GOLD MIND RETURN POLICY TEMPLATE

Last updated [October 16, 2021]

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for [a full refund/store credit /an exchange/a full refund or store credit/for a full refund or an exchange/for store credit or an exchange/for a full refund, store credit, or an exchange] only]. Please see below for more information on our return policy.

# RETURNS

All returns must be postmarked within **10 days of the purchase date**. All returned items must be in be in new and unused condition, with all original tags and labels attached.

# RETURN PROCESS

To return an item, please email customer service at **support@goldmindbeauty.com** to obtain a Return Merchandise Authorization (RMA) number. After receiving a RMA number, place the item securely in its original packaging and include your proof of purchase/and the return form provide and mail your return the following address:

Gold Mind Beauty Bar & Supply

Attn: Returns

RMA #

2025 Clifton Avenue

Memphis, TN 38127

**Please note, you will be responsible for all return shipping charges.** We strongly recommend that you use a trackable method to mail your return. You may also use the prepaid shipping label enclosed with your package. Return shipping charges will be paid or reimbursed by us once the package has been received & deemed in good condition.

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# REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return/exchange. Please allow at least 3 business days to process returns days from the receipt of your item to process your return/exchange. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed

# EXCEPTIONS

The following items cannot be returned [or exchanged]:

* Chemicals
* Liquids
* Braiding Hair
* Skincare Products
* Cosmetics

For defective or damaged products, please contact us at the customer service number below to arrange a refund or exchange.

## Please Note

* A 5% restocking fee will be charged for all returns in excess of $100.00.
* Sale items are FINAL SALE and cannot be returned.

# QUESTIONS

If you have any questions concerning our return policy, please contact us at:

901-247-4380

support@goldmindbeauty.com