



Please fill out the below information regarding your **return/exchange**:

Customer Name: _____

Stylist ID and Name: _____

Order #: _____

Item Names: _____

Reason for Return (*Include Code*): _____

REASON CODE - DESCRIPTION:

QI - Quality Issues
DUP - Duplicate
NAE - Not As Expected
WIS - Wrong Item Shipped

PLEASE SEND YOUR RETURN/EXCHANGE REQUEST TO:

Color Street Customer Service
922 Riverview Drive
Totowa, NJ 07512

All returns/exchanges **MUST** be accompanied by this return form. Fill in all information including, Customer Name, Stylist ID and Name, Order Number, Item Names, and Reason Code. Your refund/exchange will be processed once your packaged is **received** and items are checked in. Your return/exchange **MUST** coincide with our return policy outlined below.

RETURNS

You may return your item(s) for a full refund (less shipping charges) within 30 days of the ship date. All items must be in brand new, re-sellable condition (i.e. no stickers), an returned in the original packaging to receive a full refund. **Non-Refundable:** Host credits, items purchased with free product credit, business supplies, product purchased from a Stylist display table, or any "Cash and Carry" from Stylist to Customer.

EXCHANGES

You may exchange your item(s) within 60 days of the ship date. All items must be in brand new, re-sellable condition (i.e. no stickers), and returned in the original packaging to qualify for an exchange. Host items and items purchased with free product credit are eligible for exchange for an item of equal or lesser value. Exchanges for product will only be replaced with the same collection. If exchanging for an item of greater value, the difference in price will be due at the time of exchange. **Non-Exchangeable:** Business supplies and product purchased from a Stylist display table or any "Cash and Carry" from Stylist to Customer.

DEFECTIVE CLAIM

All claims for defective product must be submitted no later than 90 days from the ship date. Color Street does not offer refund/exchange for normal wear of application errors. Picture(s) showing the defect are **REQUIRED**. Order Numbers are **REQUIRED**. Please be advised, Color Street is not responsible for replacements due to application errors, this includes errors due to overlays. The Home Office Quality Team will investigate and deem the claim defective/within specifications.

STYLIST RETURNS

Color Street does not endorse inventory loading in any way. Due to this fact, the maximum amount of product a Stylist can return in a year cannot exceed \$1,000 USD / \$1,270 CAD.

If you need assistance with a return or exchange, please contact Customer Service at <https://support.colorstreet.com>
Customer Service Hours: Monday – Thursday 9am to 7:30pm, Friday 9am to 5:30pm

THANK YOU FOR SHOPPING WITH COLOR STREET!