



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

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

Stylist # and Name: \_\_\_\_\_

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

Item #'s: \_\_\_\_\_

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  
61 Kuller Road  
Clifton, NJ 07011

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

**30-DAY REFUND:** 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), and 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.

**60-DAY EXCHANGE:** 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 or 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.

If for any reason you need assistance with a return/exchange, please feel free to contact Customer Service.  
Email: <https://support.colorstreet.com> Monday – Friday 9am to 6pm EST

Please expect your return/exchange to take 7-10 business days to be processed upon receipt.

**Thank you for shopping with Color Street!**