

## Return & Exchange policy

Last Modified: December 1st, 2013

Welcome! All SALES ARE FINAL!

We take great pride in our reputation for high quality and excellent value and in order to keep our PRICE as low as possible, we normally do not accept return or exchange. In any case, if items are damaged (during transportation), we will assist you with a prompt replacement of your returns(s) or inventory doesn't permit; then you will be given a store credit.

All return must be notified within 3 days of delivered date & be shipped out to us right away once it is approved. it must be accompanied by an RMA number, RMA form, or copy of your invoice.(WE DO NOT SEND RETURN LABEL)

Contact us to obtain RMA by email, chat. phone (Note: No hard feeling! but please try to avoid phone if possible)

If you cannot obtain a RMA form. please include a copy of your invoice and write it on the top right corner.

\*Please Note: we will not repair, replace, or substitute any goods that have been, in the company's opinion, subject to an accident, normal wear and tear, abuse, modification, attempted repair, negligence, or misuse.\* No credit, exchange, refund before items were returned and fully inspected by us

### General packaging and return information

- PLEASE!! Items that have been displayed, offered for sales, without packaging or marked in any way - aren't returnable
- Account will be credited or exchanged once items are fully returned in a good condition.
- Along with an RMA form, package your return a secure box
- Ship by using usps, ups, or any other legitimate shipping company. (Please note any shipping return expense is your expense)
- We don't send return label (unless we shipped wrong item or dead on arrival)
- Return Grace period is 3 days from the delivered date.
- We aren't responsible for any lost or damage package(s), so please ship your package insured with tracking for your safety
- Any returns receive due to poor package, will not be honored
- Any returns with no items code or invoice number, will not be honored

- Items must be in original condition, otherwise won't be honored (Please no marking on packaging, remove price tags(or stickers), etc)
- Unauthorized return, wrong items, not original condition items would be shipped back at buyer's expense
- Restocking fee is 20%
- For any return due to failure delivery, i.e., multiple delivery attempts, insufficient address information, or delivery refusal, you will be issued a store credit for the amount of the purchase, minus original shipping cost as well as 20% restocking fee
- Return as store credit or Exchange for same items only
- Return under freeshipping promotion : \$250(total invoice) - \$20 (shipping) - \$50(250x20%) = \$180 as store credit
- keep your shipping receipt until you have fully received your credit
- shipping fee(both ways) won't be given as store credit

#### How to return or exchange

All return must be in original condition :

- Please make sure item(s) is in original sellable condition meaning they weren't sold to your customers, no marking, no tagging, in the vinyl package;
  - Wrap them up each in secure burbles we have sent you along the package;
  - Please try to use the box we have shipped otherwise please use strong secure box to prevent any damage;
  - Contact us for RMA number via chat, email. email is normally fastest way.
  - Please include RMA number or copy of invoice after confirmation with us
  - Tape the box and take it to shipping agent; i.e., UPS, Fedex, USPS, DHL
  - May be a good idea to obtain a tracking information
  - Please read rest of information above.
  - WE DO NOT OFFER OR PRINT ANY RETURN SHIPPING LABEL.
  - WE DO NOT SEND EXCESSIVE AMOUNT OF CRYSTAL(STONES) FOR FREE

#### Our return address

ALAN FISHER INC

3183 Wilshire blvd, #196-A4

Los Angeles, California 90010 USA

1-213-986-9966

