



CL, a division of Charmed Life, Inc.

P.O. Box 3654

Orange, CA 92857

Phone/Fax: 714.282.8956

E-mail: returns@shopclj.com

Website: www.shopclj.com

EXCHANGES & RETURNS

Your satisfaction is the most important thing to us! Merchandise can be returned for a refund or exchanged for other merchandise within thirty (30) days of the ship date when accompanied with its proper documentation. We will gladly replace defective merchandise up to 30-days of the sale. **NOTE: PERSONALIZED ORDERS ARE FINAL SALE. SHIPPING & HANDLING FEES ARE NON-REFUNDABLE UNLESS YOUR ORDER IS DAMAGED OR INCORRECTLY SHIPPED.**

We generally process exchanges and returns within a week of receiving them. For exchanges, a shipping & handling fee of \$6.95 will be charged to the credit card on file, as well as any price difference in merchandise being exchanged. A receipt will be emailed, as well as new shipment tracking information. Refer to the FAQ section of our website for additional details.

Please follow these steps for your return or exchange:

1. E-mail us at returns@shopclj.com for a RETURN AUTHORIZATION NUMBER, regardless if you are doing a return or exchange.
2. Complete this form and include it with your merchandise.
3. Ship back your merchandise to *CL, Attn: Returns/Exchanges, P.O. Box 3654, Orange, CA 92857.*

*Note: we recommend that you ship back your merchandise with insurance and/or a tracking number, as we cannot be responsible for damaged or lost merchandise in transit to us.

| CUSTOMER INFORMATION | (Circle One) | EXCHANGE | RETURN |
|--------------------------------|--------------|----------|--------|
| Name: | | | |
| Address, City, State, Zip: | | | |
| Date of Order / Order #: | | | |
| Return Authorization #: | | | |
| Reason for return or exchange: | | | |
| Item(s) to exchange: | | | |
| Comments and/or suggestions: | | | |

****Charmed Life, Inc. reserves the right to reject a return, if after inspection, we determine that it has not been returned in the condition it was sent to the customer. Additionally, altered items or items that are deemed not to be ours will be returned to the customer.***