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## Return/ Exchange / Credit Form

- Exchange
- Return (for a refund)
- Credit

**Order #:**

**Billing Name:**

**Date:**

**E-mail address:**

**Reason for Return, Exchange or Credit**

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- Received wrong item    Didn't like    Damaged /Defective    Need Different size    Other:

**Exchange item(s) for:**

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New Style	Color	Size	Price

New Style	Color	Size	Price

## Return Policy

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- If you received the wrong item or if the item is defective, we will reimburse you for the cost of shipping the item back to us.
  - Please send the item back and include your receipt with the return. We will not reimburse for express shipping.
  - Items ordered from "Specials" are only accepted for store credit.
  - All returns must be in the original condition that you received them in. We do NOT accept washed items. If a washed item is returned, we will refuse it and ask you to pay to have it returned to you.
  - Please fill out the return form. Indicate what you are returning and why.
  - All returns must be made within 20 days of placing your orders.

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**Send Returns to:**

Essence Universal  
Attention: Returns  
P.O. Box 3366  
Decatur, GA 30031

Return questions: [customer\\_service@essenceuniversal.com](mailto:customer_service@essenceuniversal.com)  
Customer Service: 404.642.1183