



IF YOU'RE NOT HAPPY, WE'RE NOT HAPPY.

We hope you love your purchase. But if you're not completely satisfied, you have 30 days from the date you receive your package to send back **return-eligible merchandise** for an exchange of the same item or a refund, which includes the purchase price minus the Shipping & Handling and Q Return Label fees.

EXCHANGE? RETURN? IT'S EASY!

1. **Repack** the item(s) in the original packing material.
2. **Complete, detach, and enclose** the RETURN FORM.
3. **Remove or cover** all original shipping labels.
4. **Address** the package by using either the Q RETURN LABEL or the ground carrier of your choice.

On the RETURN FORM, remember to include the reason for your return, and if you'd like to receive an exchange or a refund.

Refunds are applied to your original payment method; credit card refunds appear within 1-2 statement cycles.

Merchandise Credit will be available on your QVC customer account immediately upon return processing.

IF YOU USE THE Q RETURN LABEL...

- **There is a fee.** Return insurance is included with the fee shown on the label. For your convenience, this fee will be deducted from your refund or merchandise credit, along with the original S&H fee.
 - †If your request for an exchange for a different item results in any additional merchandise or shipping costs, and you paid by credit card, you authorize QVC to charge your credit card for those additional costs. Payment methods other than a credit card may result in an order cancellation and a refund may be issued. If the requested exchange is no longer available, including items on waitlist and advance order, QVC will issue a refund and not deduct the Q Return Label fee.
 - *If you are returning an item because of a defect or a QVC error, QVC will refund the original S&H fee, and there is no fee for the Q Return Label.
- Please use the carrier indicated on the Q Return Label: UPS or USPS.
- **To track your return or print your invoice or Q Return Label**, go to Order Status on QVC.com.
- **Questions?** Visit QVC.com or call Customer Service at 800.367.9444.

For your safety, DO NOT return leaky/broken bottles. To return plants, food, gas-powered products, or items scheduled for delivery, please call Customer Service.

Purchases from QVC and the use of QVC services are subject to our General Terms and Conditions of Use and our Privacy Policy, found on QVC.com.

↓ RETURN FORM ↓

✂ CUT HERE

CUT HERE ✂

ENCLOSE THIS PORTION WITH YOUR ITEM(S). REASON FOR RETURN (CHECK ONE BOX):

- | | | | |
|--|--|--|----------------------------|
| <input type="checkbox"/> Not a good value for me | <input type="checkbox"/> Arrived damaged | <input type="checkbox"/> Received different item/color/size than ordered | Comments (optional): _____ |
| <input type="checkbox"/> Seemed different on air | <input type="checkbox"/> Arrived defective | <input type="checkbox"/> Size too small/short | _____ |
| <input type="checkbox"/> Seemed different on QVC.com | <input type="checkbox"/> Did not suit my taste | <input type="checkbox"/> Size too big/long | _____ |

REPLACEMENT? EXCHANGE? REFUND? (CHECK APPROPRIATE BOXES):

- Is this a Gift Return? ☐ Yes ☐ No
- ☐ Replace with same item ☐ Exchange for same item in the following: New size _____ New color _____
- Refund: ☐ To original method of payment ☐ Refund to Gift Giver ☐ Merchandise credit ☐ Refund to Gift Recipient

☐ Please send confirmation when this return is processed.

Gift Recipient Name & Phone # _____