



**Satisfaction Pledge.** We are committed to offering our customers high quality hair care products consistent with our brand's heritage of being the Leader in Global Hairstyling. If you feel the products you received from our Online Store do not meet this expectation, simply return the unused portion and we will be happy to refund the purchase price.

## 1. GENERAL RETURNS

If you wish to return an item(s) from your online order, please fill out the "Return Section" of the packing slip (the packing slip is enclosed in your original order) and place it inside the return package along with the item(s) you wish to return. Please pack the contents carefully to avoid damage and retain a copy of the packing slip for your records. All returns should be sent to the following address:

Arosco Online Returns  
3435 Empire Blvd.  
Atlanta, GA 30354

To protect you from package loss and to ensure prompt delivery, we recommend shipping your return package via UPS or insured Parcel Post and packaging the items carefully according to the shipper recommendations. Please retain receipts and tracking information for your records. Signature Products is not responsible for return shipments lost or damaged in transit.

**Regrettably, shipping and handling charges are not refundable.** Any shipping and handling charges which are imposed may reflect estimated or average amounts required to cover the cost of shipping and handling and need not reflect the exact cost of the specific order. In the event of an authorized return of any goods sold from the Site, Arosco is not obligated to include a refund of any shipping and handling charges except when the return is for defective product in accordance with the damaged/defective item policies below and Arosco shall have the option to refund any amount owed to the customer by either crediting the charge card used for payment or mailing a check to the Customer at the address shown on the related order.

In the case of defective or damaged items, please refer to the Damaged/Defective Items section below.

Your return will be processed promptly upon its arrival.

**Please note:** Only products purchased from Arosco Direct, Arosco.net or AroscoProducts.com may be returned for refund. Products purchased from a distributor, store, other online store, or any other distribution channel are not accepted for return. If you have questions about returns, please contact us by phone at 1-877-4-Arosco / 1-877-427-6724 or via our [Contact Us](#) page.

## 2. DAMAGED/DEFECTIVE ITEMS

When your order arrives, please inspect the carton for any damage that may have occurred during shipment. It is normal for the shipping carton to show some wear, however, if damage occurred to the item(s) in your shipment, please contact us immediately at 1-877-4-Arosco / 1-877-427-6724 or via our [Contact Us](#) page. Please provide the order number along with your email address and phone number for fastest service. To ensure prompt resolution, please retain the shipping box, packing materials and the damaged items for inspection by the carrier. Please ensure that you contact customer service to obtain a RMA (Return Material Authorization) number before returning damaged/defective items to ensure proper refund of purchase price and applicable shipping charges. Items deemed defective/damaged must be returned in accordance with the policies and parameters below. Failure to do so will result in your return being processed through as a general return.

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| <b>A. Apparent product defects/damage</b>        | Customer shall request a Return Merchandise Authorization (RMA) number from Signature Products Inc. with fifteen (15) days of the date of delivery to the Customer listing the products to be returned. |
| <b>B. Latent or hidden product defect/damage</b> | Customer shall request a RMA number within fifteen (15) days after the date of delivery listing the products to be returned.  |