

Non-Warranty Related Return

If any product is not met with 100% satisfaction, and you wish to make a return to Fineline Distributors, please contact Customer Service at (312) 202-0717 or email us at customerservice@finelinedist.com to begin the return process.

Policy Terms and Conditions:

- Returns are accepted only on **saleable, unopened, unused products** within thirty (30) days of purchase within the original packing slip or invoice.
- Customers are responsible for shipping and coordination of all returns, or for a \$20 convenience fee we will coordinate the return for you.
- A credit/refund will be processed within 72 hours once received by Fineline's Distribution center.
- All returns are subject to a **20% restocking fee**.
- All client/consumer returns must include a copy of the invoice and the provided RMA Form.

Warranty and Defective Item(s) Related Return

Any item(s) found to be defective **within 90 days of purchase** may be returned in exchange for a replacement of the defective item(s) or a credit to be used on future purchases. If an item is found to be defective, please call Fineline Distributors customer service at 312-202-0717 or email us at customerservice@finelinedist.com. Under no circumstances is a Fineline Distributors Salon Consultant authorized to handle a return of defective items.

Coordination and all related expenses in the return process of defective item(s) will be the responsibility of Fineline Distributors. Returns will be handled by either call-tag or return label. Therefore, it is the responsibility of the customer to prepare the items to be returned i.e. re-packing the items for courier pick up.

In the case of a missed call-tag pick up or failure to ship items back with the provided pre-paid return label, it is then the responsibility of the customer to cover all additional expenses in returning the defective item(s).

Once an item is returned, and received by Fineline Distributors, we will issue a credit or ship the replacement item(s) within 72 hours. **Under no circumstances will we issue a credit or send out replacement items prior to receiving the defective item(s) being returned.**

NON-RETURNABLE PRODUCT

The following types of products are not accepted for return:

- **Event Ticket:** All class/event ticket sales are final.
- **Unsellable Product:** Product that has been defaced or altered in any way may not be returned. This includes but is not limited to: price tags, stickers or other markings made with pen or marker, and cracked, dropped or broken appliances.
- **Discontinued Product:** Discontinued product or product in discontinued packaging may not be returned.
- **Seasonal Product:** Product that is branded or packaged as seasonal/holiday may not be returned.
- **Promotional, Prepack, Intro Kit, and Free Items:** For exchange or refund to be processed, these items must be returned with the merchandise with which they were ordered. Promotional and free items may not be returned by themselves.
- **Hair Extensions, Keratin Formula, Combs, and Brushes:** All sales are final.