



Bella Bleu, Inc.  
143 N. Northwest Highway  
Park Ridge, IL 60068  
P: 847-696-7152  
F: 847-696-7153  
info@bellableubridal.com

### MERCHANDISE RETURN FORM – RETURN AUTHORIZATION # \_\_\_\_\_

Please read our *Return & Exchange Policy* below, Complete form, sign and return to Bella Bleu stating that you have read and understood all terms and conditions. Upon receipt of your completed return form, we will provide a *Merchandise Return Shipping Address*. Please include the above authorization # on the front of your return package.

Customer Name	Customer Daytime Phone
Add 1	Evening Phone
Add 2	Mobile Phone
City/St/Zip/Country	e-mail

**PLEASE CHECK ONE**

RETURN \_\_\_\_\_ EXCHANGE \_\_\_\_\_

TODAY'S DATE \_\_\_\_\_

ORIGINAL ORDER DATE \_\_\_\_\_

**CREDIT CARD INFO**

CC# (       -       -       -       )

EXP (MM / YY)

CVV

**RETURN CODES - (PLEASE CHECK ONE)**

- |  |   |
|--|---|
| <input type="checkbox"/> 01-Product not as expected            | <input type="checkbox"/> 04-Wrong Item - Not ordered  |
| <input type="checkbox"/> 02-Incorrect color                    | <input type="checkbox"/> 05-Arrived too late          |
| <input type="checkbox"/> 03-Incorrect size                     | <input type="checkbox"/> 06-Arrived Damaged/Defective |
| <input type="checkbox"/> 07-Other (describe reason for return) |   |

#### MERCHANDISE I AM RETURNING

STYLE #	DESCRIPTION	SIZE	COLOR	QUANTITY	UNIT PRICE	TOTAL

#### MERCHANDISE FOR EXCHANGE


**RETURNS POLICY**

If for any reason you are not satisfied with your purchase, you may exchange it for other merchandise or receive a store credit less shipping charges. Due to the delicate nature of the pieces we offer and the one time use of bridal accessories, we do not offer refunds.

Custom orders are not returnable or exchangeable. A custom order is an item that we do not stock and that is special ordered for each customer. Please choose your item(s) carefully and email us with any questions prior to purchasing a custom piece. This includes all veils, headpieces/hair accessories, selected jewelry, selected wraps, monogrammed/personalized items, and custom guest books/albums. Due to the fragile and one time use nature of veils, bridal headpieces, combs, hair flowers and feathers all hair adornments are not returnable. Dyed shoes are not returnable or exchangeable.

In Store Customers: Returns for store credit or exchanges will be accepted within 14 days of purchase.

Online Customers: Please request a return authorization request within 7 days from receipt of shipment. Return/Exchange shipping cost and insurance is the customer's responsibility on all exchanges.

- Pre-Authorization of all returns and exchanges is required to obtain a Return Authorization number.
- All return requests must be received within 7 business days from receipt of shipment.
- All returns must be postmarked within 5 business days of receiving return authorization and must be returned in the original packaging.
- A copy of the receipt/invoice and this Merchandise Return form must accompany the return.
- Merchandise must be unused, undamaged, and in salable condition. It is the sole discretion of Bella Bleu to determine if returned goods are in salable condition. Merchandise that is returned in non-salable condition will be returned to the customer at the customer's shipping expense.
- Postage, shipping & handling charges are not reimbursable. Return shipping fees are the customer's responsibility.

Please allow 7-10 business days for processing of your exchange/store credit. We regret that we cannot accept returns after the wedding date. Please direct all questions and concerns to info@bellableubridal.com

**I HAVE READ AND UNDERSTAND THE ABOVE RETURN POLICIES.**

Customer Signature \_\_\_\_\_

Date \_\_\_\_\_