

RETURN POLICY

We take great pride in our reputation for high quality jewelry and excellent customer service. If in any case you are dissatisfied with a purchase/or damaged (during transportation), we'll assist you with a prompt replacement of your return(s) or if our inventory does not permit; then you will be given a credit.

All returns must be notify to an HBJ Staff within 7 days of package receipt and must be accompany by an RMA number (Return Merchandise Authorization), Return and Exchange form, or a Copy of your Invoice.

To obtain your RMA number you may email us at info@hbjus.com or info@hollywoodbodyjewelry.com or you may call us at 1-866-452-2665/1-310-532-2225 (Monday-Friday 8:00AM to 5:00PM Pacific Standard Time). If you cannot obtain an RMA form, please make a copy of your invoice and write the RMA# on the top right and corner.

☑ How to Return / Exchange

- Any items returned due to wrongly ordered such as (ex: wrong size, color, style, dissatisfaction, ordered by mistake), when received will incur a 15% restocking fee.
- Returns will be processed as exchange or store credit on your online account only/no refunds (please note if there are no transactions within 6 month of your last store credit given, your store credit will automatically be voided).
- Store credit % received previously for the returned items will be deducted from the total credit to be given.
- Please fill out the return section of the form completely and enclose it with the item(s) you are returning.
- Please note that we will not honor any items that have passed our 7 day grace period.
- Any items without the original packaging or already sold to the customer will not be honored.

☑ Packaging and Return Instructions

- Along with an return and exchange form, package your returns in a secure box or padded envelope
- Ship by using USPS (United States Postal Service), UPS, or other legitimate parcel carriers.
- Hollywood Body Jewelry is not responsible for any lost or damaged package(s), So please ship your packages insured with tracking for your safety.
- Any returns received due to poor packaging, will not be honored.
- Any returns with no item codes or invoice #, will not be honored.
- Keep your shipping receipt until you have fully received your exchange or credit.

☑ Returns, Other Shipping and Handling Info

- Re-shipping and credits are not issued until your returns are received
- If items are returned from orders that received free shipping discount, original shipping will be charged.
- If you have an exchange for the same item on defected products, no additional shipping & handling charges will incur.
- Hollywood Body Jewelry DOES NOT send any form of return labels.

Please use the following address to return or exchange your item(s).

HOLLYWOOD BODY JEWELRY

ATTN: RETURNS PROCESSING

RMA # _____

**16858 SOUTH MAIN ST
GARDENA, CA 90248
U.S.A.**

