



B E L L A G R A C E

### 30-DAY MONEY BACK GUARANTEE

Bella Grace offers a 30-day money-back satisfaction guarantee. If for any reason you are not satisfied with any Bella Grace product you buy, you may return the unused portion of the product to Bella Grace within 30 days for a full refund of the purchase price (less shipping and handling charges). Follow the return instructions below. The customer is responsible for the cost of returning the product.

#### RETURN INSTRUCTIONS

To return any unused product, you must obtain a Return Merchandise Authorization (RMA) and return any unused product to Bella Grace. Follow the instructions below:

1. Send an email to [support@bellagraceglobal.com](mailto:support@bellagraceglobal.com) or use the on-line support ticketing system from the Bella Grace website. You may also reach Customer Support by calling (813) 279-2720.
2. Provide the following information:
  - a. Customer Name
  - b. Order number
3. Once return is approved, a Return Merchandise Authorization (RMA) will be issued along with instructions on where to return the product.
4. Write the RMA number on the outside of the shipper box.
5. Once a product is received a refund will be issued.

Note: You may want to request a tracking number and insure your package for the value of its contents, as refunds cannot be processed for packages lost in transit.

#### RECEIVING A REFUND

A refund will be issued once we have received your product. Refunds do not include shipping and handling fees. Your refund will be credited back to the original form of payment and will be the amount of the product price you paid less shipping and handling fees.