

Smashbox.com Returns and Exchanges Attention: Customer Service
8538 Warner Drive Culver City, CA 90232

Shop with Confidence.

smashbox.com is dedicated to bringing you the latest in cosmetics while providing an exceptional online shopping experience. If one of our products doesn't meet your expectations, simply return it using this pre-printed return form and mailing label to exchange or receive credit to your original form of payment. For your own records, we suggest you note your return shipping information.

SHIP VIA CARRIER	ITEM(S) RETURNED	ITEM NUMBER(S)	QTY.	CARRIER TRACKING #	DATE RETURNED

Keep top portion for your records. Thank you and please visit us again.
Enclose bottom portion with your return.



RETURNS AND EXCHANGES

Return Policy

We proudly stand behind every product we sell. If you are unhappy with any item you receive, for any reason, we will gladly exchange or refund the original purchase price and sales tax – less shipping - no questions asked - to a maximum of 30 days. Please indicate below what you did not like about the product so we may better understand our customers' needs.

In the unlikely event we processed your order incorrectly or shipped you a defective item(s), we will gladly accept the item(s) and credit your purchase price, sales tax and original shipping cost – and remedy the situation with the information you provide on the form below.

To Return or Exchange

1. Place the item(s) in its original packaging.
2. Place packaged item(s) in a suitable shipping container.
3. Include this completed return form specifying the reason for return/exchange.
4. Detach the top at the perforated line for your records.
5. Send package to: **Smashbox.com Returns, Attn: Customer Service
8538 Warner Dr. Culver City, CA 90232**

We recommend you use UPS ground (United Parcel Service) insured or US Postal Service insured ground shipment and record the tracking information above for your records.

FILL IN INFORMATION

Customer Name:

email Address:

Telephone Number:

Order Number:

SMASHBOX IS NOT RESPONSIBLE FOR ITEMS LOST IN THE MAIL.

QTY.	PRODUCT NO.	ITEM	COLOR	PRICE	REASON CODE (see below)	ACTION CODE (see below)	EXCHANGE WITH (if applicable)	PRICE

REASON CODES

Service/Expectation	D. Damaged in shipping
A. Not as pictured/described	E. Wrong item shipped
B. Did not like color	F. Other: please specify
C. Changed Mind	

ACTION CODES

1. Exchange/replace with same item
2. Exchange/replace with new item
3. Refund credit card

Comments/Questions?

Our knowledgeable customer service associates are available from 9am-6pm PST M-F to answer questions about your order.

e-mail: service@smashbox.com

telephone: 888-763-1361

Notes:

Please allow two business days to notify you via email that we received your return/exchange, and an additional three business days to notify you of a credit.