

# 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 Last Pick Staff within 2 days of package receipt and must be accom by an RMA number (Return Merchandise Authoriza-tion), Return and Exchange form, or a Copy of your Invoice.

To obtain your RMA number you may email us at [info@hollywoodfashionjewelry.com](mailto:info@hollywoodfashionjewelry.com) or you may call us at 213-741-1104. 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 20% 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 re turned 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 2 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).
- 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.
- Last Pick DOES NOT send any form of return labels.

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

**M COLLECTION**

**ATTN: RETURNS PROCESSING**

**RMA # \_\_\_\_\_**

**1458 S SAN PEDRO ST,  
STE 222,  
LOS ANGELES, CA 90015**

