

# YOUTH BEAUTY GOODS RETURNS FORM

Youth Beauty | Unit 4,22 Railway Ave Alicetown Lower Hutt 5012  
0800 232 900 | support@youthbeauty.co.nz | www.youthbeauty.co.nz

## ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS FORM

Salon Name:	Contact Name:
Salon Address:	City:
Contact Number:	Email:

To assist us to communicate with manufacturers for quality control :

STEP 1: Call us and let us know what is wrong with the item.  
Take a photo and email it through where possible to [support@youthbeauty.co.nz](mailto:support@youthbeauty.co.nz).  
Please DO NOT send the products without informing Youth Beauty office first.

STEP 2: Complete this form and return with faulty goods to Youth Beauty: Attention Customer Support  
Please provide invoice number or date of purchase  
When returning fragile items please make sure returned item is packed appropriately.  
Please ensure clear discription of product issue: Do not just note "faulty"

\*\*For client reaction to Skincare products please see over page.

Please read our Goods Returns Policy carefully:

- A full credit will only be applied if item is returned in original condition and the error is reported within 7 days.
- Goods must be returned in resalable condition with original packaging.
- Goods incorrectly dispatched or misinterpreted by Youth Beauty staff are returnable for full replacement.
- Goods ordered incorrectly will incur a 10% restocking fee.
- Credit will not be applied until product returned or as agreed with Youth Beauty.
- If replacement item is sent to you the client it will be invoiced. If returned item noreturned within 30days invoice for replacement item to be charged.
- Freight charges will not be credited.
- We do not refund cash, credit cards or cheque. We will issue a credit note or exchange your product approved for return. If item is found to be damaged due to mishandling warrantee or replacement will not be valid

GOODS RETURNED :	Replacement <input type="checkbox"/>	Different Item <input type="checkbox"/>	Credit <input type="checkbox"/>
Im returning this for a:			
	Faulty/Damaged <input type="checkbox"/>	Incorrectly Sent <input type="checkbox"/>	Client Reaction <input type="checkbox"/>

Invoice No.	Purchase Date	Item	Qty	Reason for Return

If you are returning this item for a different item, state which item here:

Authorised by member of YB staff:(Who did you speak to/email?)	Salon Staff/Owner Authorising Signature:
Name:	Date:

Please sign above

## Returning Items due to Client Reaction:

Please help us with the following, to assist us with ensuring our training, prescription and products are delivered to you at the highest standards:

If products were returned to you by a client after use, this will also require a copy of the client's consultation card.

- In order to be eligible for a replacement or credit, the client purchasing the products must have had a full consultation and at least one of the following:
  1. A facial treatment using a YB product
  2. Tried product from a tester stand or patch tested the product.
- If these policies are not enforced by your clinic/salon, Youth Beauty cannot be responsible for any replacements, credits or refunds.
- Returns related to a client's reaction must be returned to Youth Beauty within 30 days of the date of purchase. (proof of purchase may be requested)
- If photos are available -please provide

\*Please note with out clear representation of client consultation full credit may not apply.

OFFICE USE ONLY					
Date Received	Under Warranty	Product Replaced	Credit Applied	CN Number	Comments
	Y/N	Y/N	Y/N		
	Y/N	Y/N	Y/N		
	Y/N	Y/N	Y/N		
	Y/N	Y/N	Y/N		
	Y/N	Y/N	Y/N		
Capsule <input type="checkbox"/>  Return Report <input type="checkbox"/>	a) Send for replacement or repair Y/N  b) Open P.O. - waiting to claim from manufacturer Y/N  c) Repair/Replacement received Y/N	a) Returned to stock in unleashed Y/N  b) Write stock off as wastage/ spoilage Y/N	Client received new or repaired product Y/N	Confirmed by Ilse Y/N	