



PAUL MITCHELL METRO RETURN POLICY

Paul Mitchell Metro will gladly accept all merchandise for return within 45 days of purchase. All items must be in current packaging, free of price labels or markings and in re-sellable condition.

Items in re-sellable condition returned after 45 days will be subject to a 20% re-stocking fee.

All merchandise must be accompanied by an RA or return authorization and the original invoice or sales order number in which the item(s) was purchased. This can be obtained at the customer's request through their Sales Representative or by contacting PM-Metro Customer Service. If the invoice and/or sales order number is not included on the RA, 25% will be deducted from price of the item at the time of the return. Once received in our warehouse, the value of the return will be credited back to the customer using the original form of payment. A request to receive a check for merchandise credit may be made through our Accounting Department.

It is the customer's responsibility to pack merchandise in such a manner so it is received by our warehouse in good condition.

Discontinued product is not eligible for return.

Shears, combs and brushes are not eligible for return.

Seasonal and limited edition products are final sale.

Items purchased at discount or blow out pricing are final sale.

Damaged Product: Credit will be issued for any product received damaged in shipping. The customer should contact PM-Metro Customer Service with the invoice number within (2) business days of receipt of the damaged product. Customers may be asked to send pictures of damaged item(s) to: orders@pm-metro.com . PM-Metro will arrange for pick up for any items received damaged.

Refusal of Order: Orders that are returned to PM-Metro refused or no funds available will be considered refused. PM-Metro will make every effort to re-ship product back out to the customer in a timely manner. The customer will be responsible for an additional \$40.00 re-delivery fee.

Electrical Items Warranties: PM-Metro will replace any electrical item that is defective within 1 year of the PURCHASE date.

PM-Metro will not replace or credit any tool item within these guidelines from the replacement date, only the purchase date.

Electrical items may have warranties beyond PM-Metro's policy and the customer should contact JPMS for these warranty policies.