



RETURN POLICY

Emiliani Metro will gladly accept all merchandise for return within 45 days of purchase. 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 25% re-stocking fee. After 90 days items are non-returnable.

All merchandise must be accompanied by a 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 Emiliani Metro Customer Service. 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.

**Emiliani Metro reserves the right to deny returned merchandise or implement a higher restocking fee based on a circumstance outside of our regular return policy.*

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.



****hairtalk extensions: Returns must be approved within 5 days of receipt of the product. Opened or used product is non-returnable. Please contact your Emiliani Metro Sales Consultant or the Emiliani Metro office for return approvals.**

Damaged Product: Credit will be issued for any product received damaged in shipping. The customer should contact Emiliani 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). Emiliani Metro will arrange for pick up for any items received damaged.

Refusal of Order: Orders that are returned to Emiliani Metro refused or no funds available will be considered refused. Emiliani 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: Emiliani Metro will replace any electrical item that is defective within 1 year of the "original" PURCHASE date, not the "REPLACEMENT" date. Electrical items may have warranties beyond Emiliani Metro's policy and the customer should contact the manufacturer directly for these warranty policies. *(We strongly encourage following the manufacturer warranty guidelines when receiving the electrical item)*