

# HUGH & GRACE

## Return Policy

Hugh & Grace offers a 100% 30-Day money back satisfaction guarantee (minus shipping and handling fees) to all Retail Customers, Elite Members, and Advocates. Products returns are not accepted after 30 days.

### **HOW DO I INITIATE A RETURN?**

Simply email [returns@hughandgrace.com](mailto:returns@hughandgrace.com) with your original order number and contact information, and they will issue you a Return Authorization Number (also known as an RMA).

### **ONCE I HAVE RECEIVED MY RETURN AUTHORIZATION NUMBER, WHERE DO I SHIP MY PRODUCTS?**

Please print out the email confirmation of the RMA and send to:

Hugh & Grace Returns  
6077 W Wells Park Rd.  
West Jordan, UT 84084

### **WHO IS RESPONSIBLE FOR THE RETURN SHIPPING COSTS?**

The customer is responsible for all shipping costs associated with a return. We highly recommend using a trackable means of shipment. Hugh & Grace is not responsible for lost items that are being returned to our warehouse locations.

### **AM I ABLE TO RETURN AN ORDER WITHOUT A RETURN AUTHORIZATION NUMBER?**

No, any order returned to our warehouse that does not have a return authorization number will not be received in our system and no refund can be issued.

### **ONCE MY RETURN AUTHORIZATION HAS BEEN CREATED, HOW LONG DO I HAVE TO SHIP BACK MY ITEMS?**

The returning order should be postmarked and shipped no later than 5 business days from the time the return authorization is created.

### **SHOULD I USE A SPECIFIC CARRIER FOR THE RETURN?**

You can choose whichever carrier you wish to use; however, we do recommend that you use a tracked service. Shipments that can be tracked assist us in processing your refund more quickly and efficiently.

### **CAN I EXCHANGE A PRODUCT VERSUS GETTING A REFUND?**

No, at this time Hugh & Grace can only issue refunds for products. No exchanges can or will be processed at this time.

### **IF MY ORDER IS INCOMPLETE OR DEFECTIVE, HOW SOON SHOULD I INFORM HUGH & GRACE?**

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We make every attempt to ensure that our products will arrive in pristine condition. In the event an order is missing an item or if any item has arrived damaged, you must report this within five business days of receiving the order to qualify for a replacement product or a refund.

### **WHEN DOES MY 30-DAY RETURN PERIOD BEGIN?**

The 30-day countdown begins from the time the customer receives the product.

### **IF I DECIDE THAT I NO LONGER WANT AN ORDER WHICH HAS ALREADY SHIPPED, CAN I REFUSE THE PACKAGE?**

No. Once a package is in transit it cannot be refused by the customer; you must follow the return procedure in this document in order to receive a proper refund.

### **IF I AM WITHIN MY 30-DAY RETURN PERIOD ARE THERE ANY RESTRICTIONS ON THESE RETURNS?**

Customers who are within the 30-day period have no restrictions on returning products.

### **HOW LONG WILL IT TAKE TO REFUND MY ORDER?**

Once the returned order is received and inspected by our returns team (usually within 10 business days of receipt) the refund will be processed to the original credit card used at the time of purchase. Depending on your financial institution, it may take an additional 2-10 business days after a refund is applied for the monies to post to your account.