

Viva Beads®

THE LEADER IN HANDMADE CLAY BEADED JEWELRY

RETURN POLICY | UPDATED FEB 2010

All customers must obtain an RMA number prior to sending any merchandise to a Viva Beads® distribution center. This can be obtained by contacting customer service at 1-800-669-3944. RMA numbers are valid for 30 days and customers will forfeit all return rights upon expiration. An order number or dated receipt MUST be provided for all requests. Unauthorized returns will not be accepted. Please note: all clearance sales are final.

TYPES OF RETURN REQUESTS

TYPE	RESOLUTION	RESOLUTION DETAIL	CONDITIONS OF RETURN	DEADLINE FROM RECEIPT
Changed Mind or Order Cancelled	<ul style="list-style-type: none"> • Credit • Exchange 	<ul style="list-style-type: none"> • Credit: Account will be credited item value • Exchange: Product will be exchanged for another item. If there is a price difference, customer will be charged or credited accordingly 	<ul style="list-style-type: none"> • Unopened • Unaltered • Original Tags on Product 	14 Days
Damaged on Arrival	<ul style="list-style-type: none"> • Credit • Replacement 	<ul style="list-style-type: none"> • Credit: Viva Beads® will facilitate the return of the product for credit • Replacement: Customer will purchase a replacement unit that will include a return shipping label. The damaged unit will be sent to Viva Beads® for processing and credit will be given OR Viva Beads® will send customer a return shipping label and send replacement product for damaged units upon receipt 	<ul style="list-style-type: none"> • Damaged items must be received and processed before credit or replacement will be given—except in the circumstance of replacement in the preceding column 	14 Days
Incorrect Items Received	Exchange	Exchange: Viva Beads will send a return shipping label to the customer. Correct items will be shipped to the customer upon receipt of the return product.	<ul style="list-style-type: none"> • Unopened • Unaltered • Original Tags on Product 	30 Days
Defective Product	<ul style="list-style-type: none"> • Credit • Replacement 	<ul style="list-style-type: none"> • Credit: Viva Beads® will facilitate the return of the product for credit • Replacement: Customer will purchase a replacement unit that will include a return shipping label. The damaged unit will be sent to Viva Beads® for processing and credit will be given OR Viva Beads® will send customer a return shipping label and send replacement product for damaged units upon receipt 	<ul style="list-style-type: none"> • Missing Parts • Mechanical Failure—such as malfunctioning watch faces, clasp failures, etc. • Obvious flaws in clay 	30 Days
Warranty	<ul style="list-style-type: none"> • Repair • Replacement 	Customer will send damaged unit to Viva Beads® distribution center and the unit will be repaired. If a repair is not possible a replacement unit will be given. If a replacement is unavailable, the customer will be contacted for a suitable substitution product of equal or lesser value	<ul style="list-style-type: none"> • END CUSTOMER only—not retailers • Dated original receipt must be provided • Broken or over stretched strands • Malfunction of watch face 	<ul style="list-style-type: none"> • 30 Days • 1 Year (Watches)
General Repairs	Repair	Customer will send in units to be repaired at a rate of \$5.00 per item	Customer must send a check or pay by credit card	N/A