



Exchanges & Returns

We hope everything is 100% satisfactory. If something is not right please use this form for exchanges or returns. Our Goal is to make an exchange or refund as fair and easy as possible.

Merchandise Return Instructions

Should you find it necessary to return any of the merchandise on this order, please follow the instructions;

- 1. All returned items are inspected upon arrival at BrazilianShop.com to verify that they are in new and un-used condition. The items must be with their respective original tags. Refunds or exchanges will only be made after the merchandise has passed inspection.**
2. In the event that the product is not correct due to an error on behalf of the customer, the costs for the freight to return the parcel to BrazilianShop.com will be covered by the customer, and if an exchange is required, the costs for the replacement to be sent out would also need to be covered by the customer.
- 3. If the exchange is not a result of BrazilianShop.com's error, there will be an additional UPS ground shipping charge (for US customers), or international shipping charge (for other countries).**
- 4. If replacement items are of greater value than the items being returned, the difference will be charged to the credit card.**
- 5. Please fill out the credit card information in the form below. This procedure is necessary because BrazilianShop.com does not keep a record of the credit card information after the order has been shipped.**
6. In the event that a product is not correct due to an error on behalf of BrazilianShop.com, we will cover the costs for the parcel to be sent back to us (the credit will take place when the parcel is received by us) and should an exchange be required BrazilianShop.com will cover the costs to send the new products out to you, based on the original freight service used for the order.
7. Returns/Exchanges will only be accepted within 14 days of goods being shipped.
8. Seasonal product are not refundable.

For Shopping call: 1-310-837-4299 • for customer service call: 1-310-837-4299

• To Order by Fax: 1-310-837-4294. Hours: Mon-Fri from 10am to 6pm, Sat from 11am to 5pm (PST)

To return an item:

- 1) Fill out returns form.
- 2) Make a copy of the original invoice.
- 3) Place the returns form and invoice copy into the same box that will be used to return the merchandise.
- 4) Please indicate if shipping address is different from original invoice and put information in blank box below.
- 5) Please fill out the credit card information. (Please see item 3 above).
- 6) Mail the returns back to the address directly below.



Returns and Exchanges Form

Customer Shipping Address: New Same

BrazilianShop.com
Returns Department
10826 Venice Blvd., Ste. 105
Culver City, CA 90232

Description of Discrepancy/Reason for Return:

Return Reason Codes: 01-Wrong Size, 02-Wrong Color, 03-Defective Material or Workmanship, 04-Parts Missing

Returned Item Description	Price	Quantity	Color	Size	Return Reason Code

Please indicate if Replacement or New Order: R = Replacement N = New Order

Replacement or New Order Item Description	Price	Quantity	Color	Size	Replacement-New Order Code

Credit Card Type	Credit Card Number	Exp. Date: Month/Year	Signature	Date

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