

RETURN & EXCHANGE REQUEST FORM

Email completed form and photos to kindredhairshop@gmail.com. Please do not ship your item back until your request is approved.

Important: Requests must be submitted within 15 days of delivery. Items must be new, unused, unaltered, unworn, unwashed, uncut, odor-free, and returned with all tags, lace, nets, packaging, inserts, and accessories intact. Approved refunds are subject to a restocking fee of 10% of the item price or \$10, whichever is greater. Approved exchanges or store credit are not subject to a restocking fee. Customer is responsible for return shipping unless the item is verified defective or incorrect.

1. Customer & Order Information

Full Name		Order Number	
Email Used for Order		Phone	
Delivery Date		Request Date	
Shipping Address			

2. Request Type

☐ Exchange ☐ Store Credit ☐ Refund minus restocking fee ☐ Defective / Incorrect Item Review

3. Item(s) You Are Requesting to Return or Exchange

Qty	Item Name / SKU	Color	Length	Base / Cap Type	Reason

4. Reason Details

☐ Wrong color ☐ Wrong size/base/cap ☐ Changed mind ☐ Sensitivity/comfort concern ☐ Quality concern ☐ Arrived damaged ☐ Wrong item received ☐ Other

Please briefly explain the reason for your request:

5. Exchange or Store Credit Preference

For exchange requests, list the preferred replacement item, color, length, base/cap type, and notes. Exchanges are subject to availability.

Preferred Item / SKU	Color	Length	Base / Cap Type

6. Required Photos & Condition Checklist

Attach clear photos of:

- ☐ Front of hair piece
- ☐ Back of hair piece
- ☐ Inside cap or topper base
- ☐ Tags/security seals
- ☐ Lace, if applicable
- ☐ Original packaging and accessories

Confirm item condition:

- ☐ Unworn and unused
- ☐ Unwashed, uncut, uncolored, and unaltered
- ☐ No odor, makeup, glue, tape, or styling product
- ☐ Tags, lace, nets, packaging, and accessories intact
- ☐ I understand final approval occurs after inspection

7. Customer Acknowledgment

By signing below, I confirm that the information provided is accurate and that I have reviewed Kindred's Return & Exchange Policy. I understand that approval of this request does not guarantee a refund, exchange, or store credit until the returned item is received and inspected.

Customer Signature	Date	Printed Name	Kindred RMA / Approval #