



Return Form

At ghdhair.com, we want you to be satisfied with your purchase. Please review our return policies below:

OUR 21-DAY “NO HASSLE” GUARANTEE

Our “no hassle” guarantee means that if for any reason you are unhappy with your purchase, simply return your purchase in its original packaging with your original packing slip and Order Confirmation Email Receipt within 21-days of your purchase for refund.

To be accepted for return, all products must be returned in the original box containing all original product packaging and accessories.

Original and return shipping and handling charges are not refundable.

Please note, all personalized products are considered bespoke items and cannot be returned.

CANCELLATIONS

All orders are processed immediately. Once an order has been processed, we are unable to cancel it. A refund will be issued once the merchandise is returned to our warehouse.

RETURNING AN ITEM

Products are not eligible for return if everything including original product, warranty cards, manuals, original protective packaging, and accessories are not included in the original box. Please follow the steps below to submit your return request:

1. Re-pack the product(s) in its original packaging and include all warranty cards, manuals and accessories and protective packaging.
2. Fill out the back of your invoice noting reason for return. This will help you to provide us with the details that will make your return process as fast and seamless as possible.
3. Send the package, with the completed returns form, to the address below. For your protection we recommend you use a registered delivery service, insured to the value of your package.

Send returns to:

**ghd North America LLC
100 East Ninth Avenue
Runnemede, NJ 08078**

Name: _____ **Date:** _____

Invoice#: _____ **Purchase Date:** _____

Confirmed Delivery Date: _____

Original and return shipping and handling charges are not refundable unless the product was damaged during delivery or if the incorrect item was shipped.

Please circle the appropriate phrase stating your reason for return:

I ordered the incorrect item(s)

- Order was not received by the estimated delivery date
- Product was faulty/damaged when it arrived
- You sent me the incorrect item(s)
- Other (please state) _____

For additional questions or order inquiries, email customerservice@ghdhairusa.com, or call 1-877-443-2643.