

RETURN/REFUND POICY

We at Dennis Bernard Professional want you to be completely satisfied with your purchase. Please note the following for all returns:

Online Purchases

Items that are purchased online must be returned to our warehouse and cannot be returned to a salon or distributor. We will gladly accept all online returns, up to 30 days from purchase.

- Complete the Return/Refund Form below and enclose it with your returned merchandise. Indicate the reason for return and if you would like a refund or replacement.
- Retain your return tracking number; we will be unable to refund or replace your order without proof of delivery.
- Refunds include price of returned merchandise only. Shipping will be refunded only if the original order is incorrectly packaged, damaged or defective.
- For replacement requests, you will not be charged for shipping on the replacement item(s) we send to you.
- Item(s) must be returned in original condition and in original packaging including any paperwork, manuals or accessories.
- **Ship your item to Dennis Bernard Professional, 142 Ely Harmony Road, Freehold, NJ 07728**
- Purchases that meet the above return policy guidelines will be refunded back to the original method of payment. Please allow 5-7 business days after your package has been received by our warehouse.

Salon & Distributor Purchases

Items that are not purchased directly at DennisBernard.com must be returned directly to the Salon, Distributor or third party website. Please contact them directly for their return policy & instructions.

Merchandise purchased at a Salon, Distributor or third party website, cannot be returned to the warehouse. Merchandise shipped to the warehouse and not purchased at DennisBernard.com cannot be returned to the sender and the sender will not be given a refund or credit.

Return/Refund Form

Name: _____ Address: _____

Phone: _____ Email: _____

Item(s) Returned: _____

Reason for Return: _____

Do you want a refund or replacement? _____

If Replacement, what item would you like? _____