

V E N U S[®]

SLOT # RETURN ADDRESS:
 VENUS
 BATCH # 11711 Marco Beach Drive
 Jacksonville, FL 32224-7615

BILL TO: SHIP TO:

CUSTOMER SERVICE:
 7 DAYS A WEEK
 1-800-366-7946
 VENUS.com

CUSTOMER #: ORDER #: TIME/DATE:
 QTY: STYLE # DESCRIPTION UNIT \$ TOTAL

VENUS Wallet Credit save \$6.95 (recommended)
 Exchange for items listed below save \$6.95
 Please provide refund credit to original method of payment
 Order #

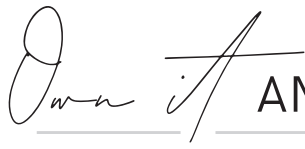
RETURN QTY	RETURN STYLE # AS LISTED ON INVOICE	REASON CODE	→	NEW QTY	NEW STYLE #	NEW SIZE	NEW COLOR	DESCRIPTION	PRICE
			Please provide exchange information to the right. →						

PLEASE SELECT RETURN REASON CODE TO HELP US IMPROVE OUR SERVICE TO YOU.

Shipping & Processing **FREE**

TOO BIG	TOO SMALL	QUALITY/SERVICE
1 CHEST/BUST	9 CHEST/BUST	17 DEFECTIVE
2 WAIST	10 WAIST	18 INCORRECT ITEM SHIPPED
3 SEAT/HIP	11 SEAT/HIP	19 ARRIVED TOO LATE
7 OVERALL SIZING	15 OVERALL SIZING	20 COLOR
8 TOO MUCH COVERAGE	16 TOO LITTLE COVERAGE	21 STYLE
		22 FABRIC
		23 CHANGED MIND

**SEE
 REVERSE
 SIDE**



AND EARN REWARDS

Apply today at VENUS.com/card

GET MORE AS A VENUS INSIDER

when you open and use your VENUS Credit Card

- \$5 in rewards for every 100 points with VENUS*
- \$15 Off Coupon when you receive Insider Welcome Kit**
- \$15 birthday gift certificate exclusive to VENUS Insider Credit Card Holders***
- Insider Only Events: 2X / 3X Bonus Points email exclusives (during special events and promotions****)
- Convenient online account management
- Hassle-Free exchanges



*Subject to credit approval. Offer is exclusive to VENUS Credit Card holders enrolled in the VENUS Rewards program. This rewards program is provided by VENUS and its terms may change at any time. For full Rewards Terms and Conditions, please see comenity.net/venus/.

**Subject to credit approval. Offer will be received in our welcome kit. Account must not be in default.

***Subject to credit approval. Must be a U.S. resident with a valid email address on file. Offer will be received no later than two months after account opening for accounts opened during birthday month. Valid only during your birthday month. Account must not be in default.

****Subject to credit approval.

VENUS Credit Card Accounts are issued by Comenity Bank.

VENUS Wallet Credit, Exchanges & Returns

We hope you love what you ordered! If not, you can return or exchange any item(s) in new and unused condition within 90 days. Just follow the simple steps below or visit VENUS.com for more information.

Returns are **FREE** when you select VENUS Wallet Credit or Merchandise Exchange

1. For free returns, make sure to select VENUS Wallet Credit or Merchandise Exchange on the return form and use the prepaid mailing label.
2. Package the item. Reuse your shipping package if possible (turn polybag inside out).
3. Use only one prepaid return label. For faster shipping, select UPS. It is important to remove, completely cover or cross out the original shipping label if applicable.
4. Complete the return address portion of the peel off label with your name, address and zip code.
5. Retain the bottom portion of the return label for tracking purposes.

(OR)
6. If you choose not to use the prepaid shipping label, send your return package to VENUS via your preferred shipping carrier.

Returns should be sent to:
VENUS Returns Department
11711 Marco Beach Dr.
Jacksonville, FL 32224-7615

SHARE YOUR #VENUSMOMENT
FOLLOW US ON INSTAGRAM OR FACEBOOK @VENUS

Prepaid Return Shipping Label

To make things super easy, we've included a prepaid return shipping label in your package. If you choose to use it, you have the option to ship your package through UPS or USPS. For faster shipping select UPS Ground. It's up to you! Simply peel off the label for the carrier of your choice, affix it to your package and follow the instructions located on the shipping label. Please note if you select Standard Refund there will be a \$6.95 label fee to cover return shipping. **If you select VENUS Wallet or Merchandise Exchange, the label fee is free!**

VENUS Wallet Credit - Save \$6.95 (Recommended)

Love shopping with us and want free returns? Our VENUS Wallet program is for you! Instead of opting for a refund to your original form of payment, select VENUS Wallet to receive a return credit that never expires, and you can spend it just like cash! Look for an email with your wallet credit after your return is processed. You can shop with your wallet at any time and redeem it towards a purchase under the payment section during checkout. Plus, if you choose the VENUS Wallet, we'll cover the cost of return shipping as a thank you! **Currently only available for US based customers.**

In a Hurry? Exchange by Phone

If you need your exchange right away, please call and place a new order: **1-800-366-7946**. We'll charge your credit card for the new order and then issue a credit when your return has been processed.

Gift Cards & E-Certificates

Have a gift card or e-certificate? Lucky you! Both are redeemable on orders placed online or through the catalog. Gift cards and e-certificates cannot be used towards previous purchases or to purchase another gift card, have no cash value and are not valid as payment on VENUS Credit Card accounts. Purchases will be deducted from the gift card or e-certificate balance until its value reaches zero. **E-certificate expires 90 days from the date of issue or until value reaches zero.** E-certificates are nontransferable. Return value of merchandise purchased with an e-certificate will be subject to price adjustments.