

VENUS®

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

BILL TO: **SHIP TO:**

CUSTOMER SERVICE:
 1-800-366-7946
 7 DAYS A WEEK
 AVAILABLE 24 HOURS A DAY
 VENUS.com

CUSTOMER #: **ORDER #:** **TIME/DATE:** **TOTAL**
QTY: **STYLE #** **DESCRIPTION** **REGULAR PRICING** **AFTER DISCOUNTS**

Exchange for items listed below.
 see reverse side to specify shipping instructions

Please provide a refund.

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.

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

Shipping & Processing
 In a hurry? Add \$6.00 extra for 2 Day delivery. US only.

FREE

WANT TO EARN REWARDS EVERY TIME YOU SHOP?

With a VENUS credit card you earn \$5 in rewards for every \$100 spent*.
Now you can shop the styles you love and get a few added benefits:



- Special offer certificates
- \$15 birthday gift certificate during your birthday month**
- Hassle-free exchanges
- Periodically earn double or triple points toward rewards during special events and promotions
- Convenient online account management

Apply today at VENUS.com/card and start earning rewards today!

*Subject to credit approval. VENUS credit card accounts are issued by Comenity Bank. Not valid on prior purchases & payments of the card. The VENUS Rewards Program is provided by VENUS. VENUS may change the terms of the program at any time. For full Rewards Terms and Conditions, please visit comenity.net/venus
**Only for U.S. residents with a valid email address on file. Account must be in good standing. Birthday benefit will be received no later than two months after opening for accounts opened during birth month.

Exchanges & Returns

Thank you for shopping with VENUS. It is important to us that you are completely satisfied with your purchase. If for any reason you find it necessary to exchange or return any item, please follow the simple directions below or visit VENUS.com for more details.

- 1) Return your item within 90 days and include this form for a prompt exchange or refund. Merchandise must be in a new and unused condition.
- 2) Complete bottom portion of invoice (see reverse side) that was included with your package and indicate if you prefer an exchange or refund. Exchange shipping is FREE, regardless of the number of items you order.
- 3) Indicate a return reason code next to the item you are exchanging or returning to provide us with valuable feedback.
- 4) If you are paying the balance of an exchange with a credit card that is different from what was used on the original order, please contact customer care at **1-800-366-7946**.

If requesting a refund, we will credit your original method of payment. It is not necessary to provide your credit card number.

- 5) Send your return back to VENUS using the pre-paid label enclosed in your package or by insured USPS mail or UPS. The fee for shipping the package back to VENUS is the responsibility of the customer.

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

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Convenient Prepaid Return Label

For your convenience, VENUS has provided a prepaid return label located in your package. If you choose to use the return label you have the option to ship it back to us via UPS or USPS. Your choice! Simply peel off the label for the carrier you choose, place the label on your package and follow the return instructions located on the back of the return label. Please note that use of the prepaid return label will result in a \$6.95 deduction from your refund/exchange credit. For your reference, be sure to keep the peel off tracking number located just below the label you selected to use. Not for use in Alaska, Hawaii, or Canada.

In a Hurry? Exchange by Phone

If you need your exchange right away, call and place a new order at **1-800-366-7946**. We will charge your credit card for the new order and then issue a credit when your return is received and processed. Shipping is FREE when exchanging by phone!

VENUS Gift Certificate

The VENUS Gift Certificate may be redeemed for merchandise from VENUS catalogs and online at VENUS.com. This certificate may not be used for payment on any credit card account, to purchase another giftcard or toward previously purchased merchandise, and has no cash value. Purchases will be deducted from the certificate until the value reaches zero; this is a one-time use certificate. **This certificate expires 90 days from the date of issue.**

Specify Your Shipping Instructions Here:

(If different from billing address)

Name _____

Address _____

City _____

State _____ Zip _____

Home Telephone _____

Cell Telephone _____

E-mail _____

Additional Comments _____