

# Rock Rebel RMA Form (Use 1 Form Per Order Returned)

Order #:

Email address:

Name:

Return type (please circle one):    EXCHANGE/STORE CREDIT                      REFUND (15% RESTOCKING FEE APPLIES)

Items Returned / Reason for Return:

- 1.
- 2.
- 3.
- 4.

**Due to hygienic reasons, we cannot accept any returns for swimwear, underwear, lingerie, undergarments, or makeup. We also cannot accept any returns on jewelry.**

Exchange / Store Credit: Must be postmarked within 30 days of receipt. Store credit by email gift card will be issued, including sales tax, if applicable, minus any applicable shipping/handling costs (no restocking fees charged).

Refunds: Must be postmarked within 7 days of receipt, eligible for regular/full priced items only (not eligible for orders using a coupon code or any sale, discounted, preorder/special order items). There is a 15% restocking fee on all authorized refunds, plus applicable shipping/handling costs. If the item is postmarked and returned after 7 days but received within 30 days, or does not meet the refund policy criteria, you will be issued a store credit by email gift card and the sales tax, if applicable, minus any applicable shipping/handling costs.

Shipping / handling charges are NEVER refundable / credited. Orders shipped with Free Shipping will be pro-rated.

**All items must be new, non-damaged, unworn and unwashed, free from abnormal smells, and with original item packaging (order shipment packaging not necessary) and tags attached. Items are shipped in new condition and we cannot accept returns on damaged, worn, or washed items. All items returned that are not in the same condition as received or do not meet the Returns criteria will be refused and returned, no exceptions, and item(s) will be returned at your expense.**

All items must be pre-paid to ship and we recommend that you insure all returns for the full value by a traceable carrier, preferably USPS, UPS, or FedEx. These guidelines are provided for your protection. We will not be responsible for return shipping losses. After receipt, please allow 5-10 business days for processing.

**I agree to the terms of the Returns Policy and understand that any returns that do not meet the Returns Policy are subject to return at my expense. This form must be completed in full and included with all returns requests.**

X

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
Date

FOR OFFICE USE ONLY

Trk#

RR110117

Postmark Date: \_\_\_\_\_ Received Date: \_\_\_\_\_ By: \_\_\_\_\_

## SUPPLEMENTAL RMA INFORMATION (FOR YOUR INFORMATION)

### RETURN ADDRESS

**Please ship to the correct address below based on the shipping carrier used.**

If you are shipping through USPS / Post Office, please send returns to:

Rock Rebel  
ATTN: Returns Department  
PO Box 67  
La Habra, CA 90633-0067

If you are shipping through UPS / FedEx / DHL, please send returns to:

Rock Rebel  
ATTN: Returns Department  
120 E. La Habra Blvd. #67  
La Habra, CA 90631

If you are returning items from multiple orders together, you need to include an RMA form for each order, containing only the items that correspond to that particular order.

**Be sure to complete the form, including the order number, reason for return, and sign and date the form, otherwise we cannot process the return and it will be returned to you!**

**THIS PAGE DOES NOT NEED TO BE RETURNED  
FOR FASTER PROCESSING, INCLUDE A COPY  
OF YOUR ORDER INVOICE**