

Your satisfaction is our goal so we make returns and exchanges for our customers easy! If you want to speak with us about your return or exchange, please contact our customer service specialist at 1-909-444-7721 (10:30 am – 5:00 pm PST) or if you want to simply “do it yourself”, please follow these easy instructions:

**SHIPPING ERROR OR DAMAGED PRODUCT**

If you were shipped an incorrect item or quantity, or if you receive a damaged or defective item, please contact customer service at 1-909-444-7721 and we will correct the issue immediately.

**RETURNS WITHIN 30 DAYS**

If you are within 30 days of receiving your item(s) and would like to make a return, please fill out the chart below for the item(s). You will be refunded for the purchase price of the item only minus a \$3.00 re-stocking fee per item. We charge a 20% restocking fee for any merchandise not returned in its original condition and packaging. \*Shipping is not Included.

**EXCHANGES**

If you want to return an item(s) for an exchange, return the item(s) for a refund by filling out the chart below. If you know what you want to order as an exchange, you can place a new order by email [info@sweetillusions.com](mailto:info@sweetillusions.com) or call customer service for assistance at 1-909-444-7721

**REASON FOR RETURN CODES**

- |  |  |
|--|--|
| 1. Changed my mind                                     | 5. Value not as expected                       |
| 2. Incorrect Item was shipped*                         | 6. Defective (describe)*                       |
| 3. Not as expected from photo or description (explain) | 7. Other (explain)                             |
| 4. Did not perform as expected (describe)              | 8. Exchange for different Color, Size or Style |

\* Shipping charges are paid by the customer unless we are at fault. If we are in error, call us at 1-909-444-7721

**RETURN ITEM(S)**       Check here if returning entire order and please give reason below

Reason Code	Qty	Item Number (can be found on your Sales Receipt)	Price	Comments

Please fill out this form completely and return with your item(s) so that it can be processed promptly upon receipt and let us know if you have any questions during the process. Please include this complete form with your return items.

**Return Shipping Instructions**

1. Include this form in the return package.
2. To ensure a safe return, package the return item(s) in the original packaging. Ship the item prepaid to:

Sweet Illusions Returns Department  
 2907 Valley Blvd  
 Pomona, CA 91768

3. For your security we recommend using an insured service, such as UPS, that provides tracking so that you can confirm receipt. Sweet Illusions is not responsible for items lost or damaged in transit.

**Please allow 7 – 10 working days for us to process your return once it is received.**