

## RETURNS

### Complaints & Satisfaction

- Clients / consumers have 48 hours after sale (from *our records*) to inform Molly's Massage that they are unsatisfied with any/all product purchase(s) and/or service.
  - We ask to give a chance to correct our mistake for client satisfaction is top propriety : Via contacted page on website or Facebook business page. A follow up call and/or email will be sent out within 72 hours of complaint.

#### Pick Up:

- Molly will send you a photograph of where your package will be placed inside the business just in case of working with another client.
- Gold Mail box you can drop of cash payments / or comments, question about your product(s).
  - Also feel free to email us with any question with 48 hours of sale.

### Custom blend Products

- Products may be exchanged one time only & at the discretion of Molly's case by case via in person conversation. These products *may not* be refunded, therefore, 50% credit toward the purchase of another custom blend.
- Delivery with 10 miles of address below **\$3.95 Vemno payment**

### Retail Products

- Retail product returns may be subject to return 25% stocking fees.
- Molly's is not responsible for lost or damaged items during shipment.
- Clothing Products must be returned prior to both wearing & washing.

### Credit Cards

- 7-10 day(s) wait period on returned credit card transactions; verbal notification can be required for hard copy via email or printed. Third party payments returns can take a longer processing time. Could take up 25 days to return payment. Subject to each party business guidelines also.

### SHIPPING YOUR RETURN

- Client is responsible for paying for their own shipping costs for *any & all* returning your item. Shipping costs are non-refundable.
- Depending on where you live, the time it may take for your exchanged product to reach you may vary.
- If you are shipping an item over \$45, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

**Return your product, you should mail your product to:**

Molly's Massage & More  
123 North Jackson Street, Janesville, WI 53548.

*Molly's*  
Massage & More

123 North Jackson Street

Janesville, WI 53548

608.530.5553

Mollysmassage123@gmail.com

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www.mollysmassage123.wixsite.com/mollys