



## CUSTOMER SHIPPING & RETURN POLICY

Perfumes of the World ("POTW") is dedicated to provide the finest products available. POTW approach to shipping and returns is simple and aimed at customer satisfaction. That is why POTW has a particular shipping process in which one every order is checked three (3) times before the order is reached by the office manager, who then prepares your invoice carefully as possible; and every pallet, skid, or D Container is fully wrapped and never shipped with damages in the packaging film. POTW uses a special packaging wrap that is specific to POTW and all of its shipments. Once POTW tenders your shipment to the freight carrier or shipping company, POTW is released from, and shall not be liable to, the risk of loss, and instead, the risk of loss of any casualty to the goods shall shift to you and shall be your sole responsibility (FOB origin/FOB shipping).

You, the customer ("Customer," "you," or "your"), are responsible for all cost of goods, insurance, and shipment/freight charges and fees. You must sign for each delivery and piece count. It is your responsibility to check the accuracy or completeness of each and every delivery to you fulfilled by POTW. Once you have accepted and signed your order (less any items you return), you have indicated to POTW that you are satisfied with delivery. **ANY DISCREPANCIES OR DAMAGES MUST BE REPORTED BY YOU IN WRITING WITHIN THREE (3) DAYS OF YOUR RECEIPT OF THE SHIPMENT.** POTW is not responsible for return packages that may be lost or damaged in transit. POTW recommends that you choose a method of shipping with tracking and insurance. After you have informed POTW about the nonconformity by the deadline provided above, you must obtain RMA # and return your item(s) within 10 days of receipt of your order, unless otherwise noted by POTW in writing. Returned products are subject to inspection by POTW staff. All products, pieces, printed materials, and any original product packaging must be returned. Please do not return empty products. Returns that do not meet the return policy herein will not qualify for a refund, and may be returned to you or destroyed upon request. Refund eligibility is determined once your return is received and inspected. POTW reserves the right to refuse a refund on any return shipment. **NO UNAUTHORIZED RETURNS WILL BE ACCEPTED, AND NO AUTHORIZATION WILL BE GIVEN AFTER 10 DAYS OF BILLING.**

IN THE EVENT OF DAMAGE, BREAKAGE, CRUSHING, OR TEARS UPON THE SHIPMENT, OR OUTSIDE OF THE HANDLING UNITS, OR SHORTAGES TO SHIPMENT, PLEASE NOTIFY THE FREIGHT CARRIER OR SHIPPING COMPANY IMMEDIATELY AND MAKE A PROPER CLAIM NUMBER WITH IT. You are responsible for return shipment charges.

**DISCLAIMER OF WARRANTIES.** POTW MAKES NO WARRANTY, EXPRESS OR IMPLIED, REGARDING ITS PRODUCTS, PERFORMANCE, OR THE SUBJECT MATTER OF THE CREDIT AGREEMENT OR ANY OTHER AGREEMENT BETWEEN YOU AND POTW. TO THE GREATEST EXTENT PERMITTED BY LAW, POTW DISCLAIMS AND EXCLUDES ANY WARRANTY TO YOU. YOU AGREE THAT POTW HAS MADE NO REPRESENTATION OR WARRANTY TO YOU OTHER THAN THE TERMS, CONDITIONS, AND AGREEMENT SET FORTH IN THE CREDIT AGREEMENT OR ANY OTHER AGREEMENT BETWEEN YOU AND POTW. YOU FURTHER AGREE THAT YOU HAVE NO RIGHT TO RELY UPON ANY ORAL STATEMENT BY POTW AND ITS CORPORATE OFFICERS, SHAREHOLDERS, EMPLOYEES, MEMBERS, DIRECTORS, MANAGERS, PARTNERS, AFFILIATES, AGENTS, AND REPRESENTATIVES. ALL PRODUCTS AND SERVICES OFFERED OR DELIVERED BY POTW TO YOU ARE PROVIDED TO YOU "AS IS" WITHOUT WARRANTY OF ANY KIND EITHER EXPRESS OR IMPLIED INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, SECURITY OR ACCURACY. POTW DOES NOT ENDORSE AND IS NOT RESPONSIBLE FOR THE CAPABILITIES OR RELIABILITY OF ANY PRODUCT OR SERVICE OBTAINED FROM POTW. OTHER THAN AS REQUIRED UNDER APPLICABLE CONSUMER PROTECTION LAW, UNDER NO CIRCUMSTANCE WILL POTW BE LIABLE FOR ANY LOSS OR DAMAGE CAUSED BY YOUR RELIANCE ON ANY PRODUCT OR SERVICE OBTAINED FROM POTW.

If you have any questions or concerns or are unclear as to whether or not you may qualify for a refund, contact POTW at (972) 247-7850, (972) 247-6385, [kingraf@aol.com](mailto:kingraf@aol.com), or [anita@perfumesoftheworldus.com](mailto:anita@perfumesoftheworldus.com). We're always happy to help!

Thanks for your cooperation.