



RETURNS POLICY
Iredale Mineral Cosmetics, Ltd.
Effective May 16, 2007

To all Customers;

Iredale Mineral Cosmetics (IMC) stands by the quality of their products, the accurate packing of orders, and the timely delivery of shipments.

NEW Returns Policy

Requests for product returns are either as a result of an error by IMC or its shipper, or are initiated by the customer. Examples of each are as follows;

IMC Responsibility:

1. Order entry error by IMC.
2. Warehouse picking error.
3. Shipping error by IMC.
4. UPS error.
5. Damaged product due to shipping.
6. Defective product from manufacturing.
7. Sensitivity reactions.

Customer responsibility:

1. Ordered wrong product.
2. Old product.
3. Overstock.

If the reason for the return is the responsibility of IMC, the following will apply;

1. Who to contact: Customer should contact the IMC Customer Service department at 800-762-1132 or csreturns@janeiredale.com.
2. Timing of complaint: Customer must notify IMC within five (5) business days of any inaccuracies to customer's order or of any products damaged during shipping.
3. Replacement product: Customer will receive replacement product for the returned items unless customer specifically requests a credit on their account.
4. Restocking fee: No restocking fee will apply.
5. Shipping costs: IMC will pay shipping costs.

If the reason for the return is the responsibility of the Customer, the following will apply;

1. Who to contact: Customer must contact their Sales Consultant if the value of the requested return exceeds \$200. Returns under \$200 can be processed by contacting the Customer Service department at 800-762-1132 or csreturns@janeiredale.com.
2. Maximum amount: Only returns up to 1.5% of wholesale sales will be allowed. This calculation is based on the time period from any previous return, but not to exceed a 12-month period.
3. Age of return: No returns are allowed on product which is older than sixty (60) days from the date of purchase from IMC.
4. Replacement product: Customer will receive replacement product for the returned items unless customer specifically requests a credit on their account.
5. Restocking fee: A 25% restocking fee will be assessed.
6. Shipping costs: Shipping costs for the returned product and the replacement product will be the responsibility of the customer.

28 CHURCH STREET • GREAT BARRINGTON • MA 01230
800-762-1132 • 413-644-9900 • fax 413-644-9057
www.janeiredale.com

Procedure for Returning Product

Please **DO NOT** ship products back to IMC unless you have received a Return Authorization (RA) number from IMC.

If the requested return is the responsibility of IMC, please contact the IMC Customer Service department at 800-762-1132 or email at csreturns@janeiredale.com. They will process your return. Customers should reference the DM number from the order that relates to the requested return.

If the requested return is the responsibility of the Customer, permission is needed from IMC and the following procedure will apply.

1. Customer must contact their Sales Consultant if the value of the requested return exceeds \$200. The Sales Consultant will submit the customer's request to IMC's head office for approval and processing.
2. Returns under \$200 can be processed by contacting the IMC Customer Service department at 800-762-1132 or email at csreturns@janeiredale.com.
3. If the return is approved by IMC, the customer will be issued a "Return Authorization" (RA) number from IMC, along with the confirmed list of approved items to be returned.
4. Please note that replacement/credit will be issued only for items specified at the time the RA number is issued. Any returned items which were not declared when the RA number was issued, and that do not correspond to an RA number, will be discarded by IMC and no replacement/credit will be applied.
5. Please write "RA" and the RA number on the outside of the package.
6. Customer will be instructed where to send the product. If there is any doubt, send returns to:
Iredale Mineral Cosmetics, Ltd.
51 Church Street,
Great Barrington, MA 01230
Attention: Returns
7. The return shipment is at the customer's expense. We recommend that the customer ship the package by an insured carrier such as UPS or Federal Express. IMC is not responsible for lost packages or product damaged in transit. Goods must arrive in resaleable condition.

Consumer Returns

IMC will accept product returns from consumers, subject to the following conditions;

1. Age of consumer return: Returns are allowed on product which was returned by a consumer if it was returned within a fourteen (14) day time period from the date the consumer purchased it from customer.
2. Procedure: Customer should give any consumer returns to their Sales Consultant. He or she will pick them up during their regular call rotation and process through IMC.
3. Maximum amount: These returns are included as part of the 1.5% maximum amount of returns.
4. Replacement product: Customer will receive replacement product for the returned items unless customer specifically requests a credit on their account.
5. Restocking fee: IMC will waive the 25% restocking fee on consumer returns.
6. Shipping costs: IMC will pay shipping costs associated with consumer returns.

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