

KNR FRAGRANCES & COSMETICS INC.

250, EXECUTIVE DRIVE, EDGEWOOD, NEW YORK-11717 USA
Phone: 631-586-8500 Fax: 631-586-8501 Email: info@knrfrances.com

Returns Procedure. No returns will be accepted without prior authorization by Seller, and all returns are subject to approval by Seller, in its sole discretion. The invoice number and a description of the Product, together with a full description of the reason for return, must be given to the representative of Seller. Seller is not responsible for Products returned without authorization. Returns must be sent through a traceable carrier.

- a. All Claims (Lost/Shortage/Damaged) must be made within 3 business days after the receipt of goods.
- b. In case of visible damage or shortage, the original carton and all packing material must remain in the received condition till it is inspected by the carrier's agent. The damage or shortage must be noted on the bill of lading and signed by the carrier's agent.
- c. Request for all claims must be made on forms issued by KNR.
- d. In case of damaged goods, KNR will not honor any claim if the damaged items are not returned along with the claim.
- e. No returns will be accepted without a Returns Authorization Number (RA Number). The RA number will be issued by KNR for every authorized return.
- f. Unauthorized returns/claims will not be honored.
- g. Claims cannot be adjusted against regular Invoices. Payment of all claims will be made separately through KNR Checks.
- h. KNR will not bear the shipping and handling charges towards returned merchandise.
- i. All future transactions will be subject to clearance of pending claims if any.
- j. KNR reserves the right to change the policy without prior notice.