

# RETURNS & EXCHANGES

**Nyx Return Policy**

We proudly stand behind every product we sell. If you are unhappy with any item you receive, for any reason, we will gladly exchange or refund the original purchase price and sales tax, no questions asked.

Please note that returns and exchanges will be made only on items purchased at [www.nyxcosmetics.com](http://www.nyxcosmetics.com). Items purchased from any other store or website will not be returned or exchanged.

All sale items are final. No exchange or refund on sale items.

## CUSTOMER INFORMATION

**To Return or Exchange:**

1. Place the item(s) in its original packaging
2. Place packaged item(s) in a secure shipping container
3. Include this completed return form specifying the reason for return/exchange.
4. Send package to:  
**NYX LOS ANGELES, INC.**  
**Returns & Exchanges**  
**Attention: Customer Service**  
**2230 South Tubeway Ave., Los Angeles, CA 90040**

Customer Name: \_\_\_\_\_

Ship To Address: \_\_\_\_\_  
 \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Order Number: \_\_\_\_\_

Qty	Item Name	Item No.	Color	Price	Reason Code (see below)	Action Code (see below)	Exchange with (if applicable)	Price

<p><b>REASON CODE</b></p> <p>A: Not as picture/described                  B: Did not like color                  C: Changed mind</p>	<p>D: Damaged in shipping                  E: Wrong item shipped                  F: Other. Specify in notes.</p>	<p><b>ACTION CODE</b></p> <p>1: Exchange/replace with same item                  2: Exchange/replace with new item                  3: Refund credit card</p>
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**Comments/Questions?**

Our knowledgeable customer service associates are available from 9:00am-5:30pm PST Monday-Friday to answer questions about your order.

email: [customerservice@nyxcosmetics.com](mailto:customerservice@nyxcosmetics.com)  
 telephone: 1.866.699.1004

NOTE: Notice of your return receipt usually takes up to two business weeks, and an additional three business days to notify you of a credit.

NOTES: \_\_\_\_\_

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