

Viva Femina Inc
12799 Archer Ave,
Lemont, IL 60439
(T) 1.800.892.8188
(F) 888.773.6440



Warranty Product Replacement Mail-in Form

We sorry you are experiencing difficulties with your Viva Femina hair styling iron appliance. Viva Femina offers a guarantee of two (2) years from the date of purchase and will repair or replace, at Viva Femina's opinion, your appliance free of charge for 24 months from the date of purchase if the appliance is defective in workmanship or materials. Not covered by the guarantee are steel parts, plastic parts, flex cord, as well as damages caused by improper handling or use. We do not replace the product outside of the warranty period. Please fill out the form below and submit a payment to cover shipping and handling of the exchange.

WARRANTY RETURN PROCEDURE

For all warrantee issues, please call 1.800.892.8188 or e-mail support@vivafemina.com to obtain a Return Authorization Number "RMA#" before returning any Viva Femina hair styling iron appliance.

WARRANTY REPLACEMENT INSTRUCTIONS

1. Complete the information on this form in full.
2. Turnaround time is approximately 6-8 weeks.
3. When returning an item please return your product with the following contents:
 - i) Copy of receipt/invoice
 - ii) Product under warranty
 - iii) Money order made payable to Viva Femina. If you choose to pay by credit card please supply your information below.
 - iv) SHIP TO: Viva Femina
c/o: Customer Returns
12799 Archer Ave,
Lemont, IL 60439
4. For your protection, we recommend shipping your package via a traceable shipping method and save your receipt.
5. You will be emailed within 5 business days of receiving your packager to confirm your warranty replacement. We'll email you again after we process your request to let you know when your replacement item ships.

Once your iron is received by us, it will be inspected by our Warranty Department. If we determine that your warranty claim is the result of a manufacturer's defect caused within normal use*, we will replace** your iron and ship a new one back to you. Please allow 6-8 weeks for your appliance to be returned.

* If we determine that your warranty claim is NOT the result of a manufacturer's defect or caused by unintended use, you will be responsible for paying to have your iron shipped back to you.

** If your appliance qualifies under warranty, it will be replaced by the same size and color. If the same color and size is no longer available, it will be replaced by one of similar size and color and will not be of lesser MSRP value. Requested substitutions will not be honored.

Last Name _____ First Name _____
Address Line1 _____ Address Line2 _____
City _____ State _____ Postal/Zip Code _____
Telephone _____ E-mail _____

Product Name	Qty	Item Number	Color	RAM#	Replacement Fee Included
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[] Yes

Return Reason Codes

Select as many codes as apply to the product(s) you are replacing. Please use the other reasons space below for further details.

01 Plates 02 Cord 03 Heating Element 04 Other _____

Rates to cover product replacement:

\$12.95 USD if ship ping to the Continental U.S. \$27.90 USD if shipping to Hawaii, Alaska or Puerto Rico or GUAM

Payment Information

(Sorry checks are not accepted)

ORDERS WILL NOT BE PROCESSED WITHOUT PAYMENT

MONEY ORDER IS ENCLOSED

CHARGE my order to my credit card:

Name as it appears on Credit Card: _____

(check one) Master Card Visa Discover Amex

Card Number _____ Expiration Date: _____ / _____ (Month/Year)

Billing Address: _____ City: _____ State: _____ Zip Code _____

I, _____, hereby authorize Viva Femina Inc. to charge my credit card for the shipping & handling price of (circle applicable rate) \$12.95 or \$27.90.

Signature _____ Date _____

If you have any other questions, feel free to email us at support@vivafemina.com or call: 1.800.892.8188.

Our office hours are: Monday-Friday: 9am-6pm CST

Note: This form is not a registration form. This form should be mailed with your product, please do not email this form. Your product must be mailed with your payment; if payment is not received your package will be rejected. Replacement fee is per product, therefore if you are returning more than one product ensure the nominal fee is included for each.