

# RETURNS POLICY - WILD BEAUTY SUPPLY

*online, in-store & pro orders*

As of January 1<sup>st</sup>, 2026 our returns policy/ process has been updated as followed:

## GENERAL RETURN :

- All return REQUESTS are to be submitted either by email, dropped off in person or to rep.
- If Emailing : Email return request forms to be sent to theteam@wildbeautysupply.com along with supporting images \*if required below\*.
- If return request is dropped off in person, return request paperwork needs to be filled out on your sales rep shelf with product and warehouse notified.
- Sales representatives are responsible for all returns in their possession. Appropriate original paperwork is required when sending back, whether that is dropping off or shipping it back to warehouse. If the paperwork is not accompanied with the product the return will not be posted until paperwork is provided.
  - Returns will be accepted for up to 90 days after the original purchase date. \*\*Provided goods are unused and in clean, re-sellable condition (see brand specific requirements)  
After 90 days, no returns.
  - Returns from 60-90 days are subject to a 30% restocking fee. \*\*Provided goods are unused and in clean, re-sellable condition
  - Final sale items (no returns): any developer, any brushes, capes, aprons, shears, sponges, body washes, makeup, furniture, mannequins & displays/marketing materials.
  - All return credits are issued based on original purchase price or the current sale price - whichever is lower. Intros and prepacked deals will be considered discounted and refunded accordingly based on discounted price.
  - Credits will always be issued to account for future purchases. **There will be no credit card refunds, cheque refunds or cash refunds.**
  - Credits will be processed on a first come first served basis, timeline to process varies depending on manufacturer approval, proper document/form submission along with supporting photos. Please allow up to 15 business days for processing, upon receipt of all paperwork and/or items. 30 days processing times for special requests returns.
  - After 90 days no refunds or exchanges will be issued
  - All warranties will be honoured as per each respective manufacturer's policy

## ***SUTRA***

SUTRA DEFECTIVES UPDATE – JANUARY 1st, 2026

**Wild Beauty is no longer accepting ANY SUTRA defectives for items below in green. This is valid IN STORE , ONLINE OR PRO SIDE.**

SUTRA is now directly handling all customer returns for defectives on these products. The customer is to contact Sutra as per their warranty card & follow instructions for return that are provided in the box.

**We cannot issue any replacements or credits as of July 1st, 2024 on past Sutra purchases that are NOT IN series:**

- CERAMIC IRONS
- MAGNO IRONS
- ALL BLOWOUT BRUSHES 2" & 3"
- ACCELERATOR DRYERS
- AIR PRO DRYERS
- STYLING WANDS

**ITEMS ACCEPTED FOR HEAT ELEMENT DEFECTIVE REPLACEMENTS ONLY\* :**

(still following 1 year warranty WildBeauty replacement)

- IR2 Iron
- All IR curling Irons
- BD IR Dryer
- UV Series

*\*If it's not heat element related, the defective must be claimed directly through Sutra.*

**Note: Any of the final sale SUTRA items ordered above will have "FINAL SALE- SUTRA WARRANTY ONLY"**

## ***BOKKA BOTANIKA, VOCE + REF STOCKHOLM***

- All returned items must be in clean, re-sellable condition with no stickers or price tags
- Free items and rewards products have \$0 return Value

## ***SPONGELLE***

- Sponges, Pedi Buffers & Lotions are Final Sale – due to hygienic reasons.
- Free items and rewards products have \$0 return Value

## ***FRAMAR***

- All framar foil products are final sale.
- All Brushes & combs & brush cleaners are final sale due to hygienic reasons

## ***REVIVE7***

- All opened Revive7 Final Sale – due to hygienic reasons. No exceptions.
- All un-opened, plastic wrap seal in place follow Wild Beauty General Return Policy.
- All professional kits, classes and brush supplies are Final Sale (brow lamination, lash lift kit, tweezers, brushes etc)
- Displays and other promotion materials are Final Sale.

## ***CHELLA***

- All Make-up & brushes are Final Sale – due to hygienic reasons. No exceptions.
- Displays and other promotion materials are Final Sale.
- Free items and rewards products have \$0 return Value

## ***FURNITURE :***

Takara Belmont- see individual brand Warranty

BELVEDERE - see individual brand Warranty