

Napoleon Perdis Website Returns Policy

Customers who shop on the Napoleon Perdis website (napoleonperdis.com) may return **UNOPENED** and **UNUSED** products within 30 days of purchase for a full refund, exchange or credit.

Napoleon Perdis does not accept returned products that have been opened or used and will only accept the return if it is accompanied with an original Napoleon Perdis website receipt of purchase.

Any products ordered via the Napoleon Perdis website that meet the requirements stated above will need to be returned to Napoleon Perdis at the customer's expense in order for the return to be processed. Before doing so, customers must email Napoleon Perdis customer service via the "Contact Us" page to have the return authorized.

Napoleon Perdis will not refund or provide credit on any freight/delivery costs incurred by the customer, nor will it accept returns that have not been authorized by customer service.

North American and European Customers:

Please return products to the following address:

Napoleon Perdis Cosmetics

16825 Saticoy Street

Van Nuys, CA 91406

ATTN: Website order returns

Asia Pacific Customers:

Please return products to the following address:

Napoleon Perdis Cosmetics

PO Box 7198

Alexandria NSW 2015

ATTN: Website order returns

Napoleon Perdis may in its own discretion offer samples on some of its products; however, the limit is two (2) color swatches of each product category per order. Not all products have samples available; those that do have the text "Samples Available" written in their product description.

Napoleon Perdis reserves the right to fulfill requests for product samples.