



## **RETURN AND LIMITED WARRANTY POLICY FOR CONSULTANTS AND CUSTOMERS**

This Cachet Return and Limited Warranty Policy ("Policy") is provided by Paparazzi, LLC ("Paparazzi"), and governs all Cachet by Paparazzi products, including Paparazzi's 18-karat and rhodium jewelry.

### **SCOPE OF POLICY**

The terms and conditions outlined herein apply to the purchase of Cachet accessories directly from Paparazzi by a Customer via a Paparazzi Consultant's replicated website or by a Paparazzi Consultant from the Paparazzi shop (both purchases referred to herein as a "First Sale"). The return and the warranty do not apply to purchases other than the First Sale purchases directly from Paparazzi for Consultants and from Paparazzi's replicated website for Customers.

By purchasing the Cachet by Paparazzi products, you agree to this Policy. For any non-Cachet products, please refer to Paparazzi's general return policy.

### **CUSTOMER AND CONSULTANT RETURNS FOR PURCHASES OF CACHET DIRECTLY FROM PAPARAZZI (FIRST SALE)**

The Paparazzi Returns Department at [returns@paparazziaccessories.com](mailto:returns@paparazziaccessories.com) would be happy to assist you with any return or warranty questions. Please contact the Returns Department before returning any item so Paparazzi can help expedite the process and provide the appropriate next steps.

Within thirty (30) days of the order delivery date from Paparazzi to the Consultant or Customer, Paparazzi will accept returns and exchanges of Cachet accessories for any unworn, resalable pieces that are not marked as final sale and are in their original packaging.

Returns can be for any reason. If the item cannot be replaced, you will receive a credit to your method of payment.

To begin the process, email Returns with a detailed description of the issue and wait for a response prior to sending any items back. Do not return items to the address listed on the package.

Please include the following information in your initial email request:

- Name
- Consultant ID / Customer ID number
- Address
- Invoice / Order of Purchase
- Name of the Cachet accessory and SKU or P-number
- Reason for the return (detailed description of the issue)
- Picture of the Cachet accessory

**If your return is approved, we will provide a Return Merchandise Authorization (RMA) along with return shipping instructions.**

If you request a return within thirty (30) days of the First Sale delivery, your item may be eligible for a refund based on the following conditions:

- Items must be returned in their original packaging and must show no signs of wear or use. This includes no damage, scratches, tampering, or removal of protective plastic or packaging components.
- Items cannot be returned that have been damaged through misuse or through any harm, breakage, or impairment that renders the item unfit for its original purpose or sale.
- The Return Merchandise Authorization (RMA) must be included with the return.

All shipping and return fees are the responsibility of the First Sale purchaser (Consultant or Customer). However, for fulfillment errors (e.g., incorrect size or wrong item sent), Paparazzi will pay the shipping to return the item as well as to send the correct item to you, if the correct item is available.

Please allow up to fifteen (15) days from the date of Paparazzi's receipt of your returned product for your refund to be processed. Refunds will be refunded to your method of payment.

**Note: Returns submitted outside the 30-day window, otherwise non-qualifying, or returned without prior Return Merchandise Authorization (RMA) are not eligible for a refund and will not be returned to the sender. If you return the item without a shipping label from Paparazzi, no refund for that shipping will be issued to you.**

## **LIMITED WARRANTY STATEMENT**

This document sets forth the terms of Paparazzi, LLC's Limited Warranty for Cachet by Paparazzi products. This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## **LIMITED WARRANTY FOR CUSTOMER AND CONSULTANT RETURNS FOR CACHET PURCHASED DIRECTLY FROM PAPARAZZI (FIRST SALE)**

We stand behind the quality of our products and are pleased to offer a six-month limited warranty to First Sale purchasers (Consultant or Customer) on all Cachet by Paparazzi items purchased from Paparazzi, as outlined in this Policy.

Our six-month warranty covers:

- Manufacturing defects (e.g., broken chains, faulty clasps),
- Manufacturing defects are flaws that occur during the production process, where the product deviates from its intended design and function.
- Breakage,
- Non-functional clasps,
- Abnormal discoloration (beyond the normal variations in natural materials, such as stone),
- A jump ring or chain link that does not close properly, or
- Significant discrepancies in length or size compared to the product description

What the warranty does NOT cover:

- Normal wear and tear,
- Improper cleaning or failure to follow care instructions,
- Lost or stolen items, or
- Damage caused by misuse or unauthorized alterations.

Begin your warranty return by emailing **returns@paparazziaccessories.com** and include the following information in your initial email request:

- Name
- Consultant ID / Customer ID number
- Address
- Invoice / Order of Purchase
- Name of the Cachet accessory and SKU or P-number
- Reason for the Return (detailed description of the issue)
- Picture of the Cachet accessory

If your item qualifies, the Returns Department will send you a Return Merchandise Authorization (RMA), a shipping label for return shipping at Paparazzi's cost, and specific instructions to follow for the physical return of the item.

Please allow up to fifteen (15) days from the date of Paparazzi's receipt of your returned product for your RMA to be processed.

- If the identical item is in stock, you will receive a replacement shipped to them at no additional charge.
- If the identical item is not available due to inventory limitations or discontinuation, Paparazzi may provide a comparable item of equal or greater value to you at no additional cost.
- If neither a replacement nor comparable item is available, you will receive a credit on your Paparazzi account equal to the original purchase price, including taxes.

**Note: Returns submitted outside the six (6) month window, otherwise non-qualifying, or returned without prior Return Merchandise Authorization (RMA) are not eligible for a refund and will not be returned to the sender. If you return the item without a shipping label from Paparazzi, no refund for that shipping will be issued to you.**

## **IMPLIED WARRANTIES**

To the fullest extent permitted by applicable law, Paparazzi disclaims all implied warranties, including without limitation the implied warranty of merchantability and the implied warranty of fitness for a particular purpose.

Where disclaimers of implied warranties are not permitted, such as under California law, Paparazzi provides implied warranties that shall be limited in duration to six (6) months from the date of the First Sale delivery of the Cachet accessory. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

## **DETERMINATION OF ELIGIBILITY**

During Paparazzi's determination for issuing an RMA for a return or limited warranty claim,

Paparazzi may request additional details or photos to verify your claim. Paparazzi may also request that the item be sent to us for closer review and Paparazzi would pay for shipping both to and from the Consultant and/or Customer for that requested shipping.

All decisions regarding eligibility for return or warranty coverage are at the sole discretion of Paparazzi and such decisions will be final. Paparazzi reserves the right to refuse to accept returns and to deny any claims deemed outside the scope of warranty or deemed to be fraudulent.

We are committed to delivering high-quality jewelry that meets our specifications and is free of defects in materials and workmanship at the time of delivery. For more information about manufacturing defects, please refer to Section 9.1 of the Paparazzi Policies and Procedures.