**RETURN POLICY**

**Last updated April 11, 2024**

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund, store credit, or an exchange. Please see below for more information on our return policy.

**RETURNS**

All returns must be postmarked within fourteen (14) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

**RETURN PROCESS**

To return an item, please email customer service at rainbowupvillage@gmail.com to obtain a Return Merchandise Authorization (RMA) number. After receiving a RMA number, place the item securely in its original packaging and include your proof of purchase, and mail your return to the following address:

Angelic Rainbow Enterprises

Rainbow Universe Pageants

Attn: Returns

RMA #

***\*\*Please contact us for our mailing address – it is not public for safety and security purposes.***

You may also use the prepaid shipping label enclosed with your package. Return shipping charges will be paid or reimbursed by us.

**REFUNDS**

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least seven (7) days from the receipt of your item to process your return or exchange. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

**EXCEPTIONS**

The following items cannot be returned or exchanged:

**●**Vendor fees

**●**Sponsorship fees

**●**Independent Contractor fees

**●**Franchisee fees

 **●**Registration fees

For defective or damaged products, please contact us at the customer service number below to arrange a refund or exchange.

**Please Note**

● Sale items are FINAL SALE and cannot be returned.

● It is important that we are aware of and understand the reason for your return/exchange so that we may serve you better in the future. Please make sure you notate the reason for your return/exchange on the return label.

● You have 10 business days to cancel any service or program that you have registered or signed up for and paid for.

**QUESTIONS**

If you have any questions concerning our return policy, please contact us at:

877-982-6410

rainbowupvillage@gmail.com