

Solace International, Inc.

Refund Request Form

(Please print clearly)

Order Number _____

Name on Order _____

Date Ordered _____ Today's Date _____

Which product are you returning today?

- Small DermaTend™ Large DermaTend™
 Small DermaTend™ Kit Large DermaTend™ Kit

How long did you try the product for?

- Less than one week 1 to 2 Weeks
 3-4 Weeks Over a month

Did you scratch at the blemish being treated EACH time prior to applying DermaTend™?

- Yes No

(If the answer is no, please try this before returning the product as it speeds the process up immensely)

What consistency was the formula in your tube?

- Thick brown paste Watery fluid with brown specks

(If the formula in your tube was watery, you must shake the tube and massage it lightly for 30 seconds prior to each use. The watery substance on its own cannot remove the blemish.)

Please try with the proper consistency prior to returning the product

What is the main factor in your decision to return the product?

Address you want Refund Check sent to:

Solace International, Inc.

Refund Policies

100% Money Back Guarantee

We provide a 60-day Money Back Guarantee for **DermaTend™** (60 days from date of purchase).

We will refund the product price ONLY

(We will not refund original shipping charges or customer shipping costs to return unused portions of product).

The 60-day Money Back Guarantee applies only to product purchased directly from us through our website or placed through our toll-free phone order line. Product purchased elsewhere from retail stores, EBay or other Internet sites are subject to the return policies of that particular website or store and you must contact them to claim any guarantees they may offer.

To claim your Money Back Guarantee:

--Call us on 1-775-323-1413 to receive a Return Merchandise Authorization number (RMA#) issued by Solace International, Inc., Monday to Friday, 9AM to 2PM, P.S.T. This number is to be clearly displayed on the outside of the returned package.

--Must provide proof of purchase. (You may use invoice emailed to you when ordering)

--Must provide completely filled Refund Request Form.

--All returns must include the actual product, (either the empty product container or the partially used product and container **SEALED** in a plastic bag away from the paperwork)

Sorry, but we cannot issue a refund without proof of purchase, remainder of product, Refund Request Form and RNA# clearly written on the outside of the returned package. For Sanitary reasons all returns of product that are not in a separate plastic bag away from the paperwork will be thrown out and no refund will be provided. No refund will be provided for orders over the 60 day period.

--Mail Proof of Purchase, Refund Request Form and unused portion of product to:

Solace International
Attn: Returns Department (RMA# _____)
1055 W. Moana Lane, Suite 101
Reno, NV 89509

All packages must be sent back Return Receipt through the U.S. postal system or signature required through a recognized carrier (i.e. FedEx, UPS, DHL, etc.) Solace International, Inc. is not responsible, and will not issue a credit for any returned package lost in shipping and/or not received.

--Once the refund request is received, we will refund the product price by issuing a refund check directly to the credit card used for purchase (The form of refund will be at our digression). Refunds are processed once weekly. Allow 20-25 business days for the refund to appear on your credit card statement or to receive a refund check.

Returns **MUST** be in our office within 60 days of the date your order was shipped to be eligible for a refund.
(Refund check will be made out to name on order only)