

## Return Policy -

In the event that a piece has been properly cared for yet has a defect (ie: stone has fallen out, stone missing, broken pieces) the Independent Rep is to notify the Bella Fizz home office within 14 days of sale along with images of the defected piece at [returns@bellafizz.com](mailto:returns@bellafizz.com)

Sample of email format:

To: [returns@bellafizz.com](mailto:returns@bellafizz.com)

Subject: Rep ID and Order Number (include order number)

Email Body:

Customer Name

Date of sale

Details of defect

Images of item

Items must be purchased through the representatives Bella Fizz website to be eligible for return.

Damaged items must then then be discarded.

After review, Bella Fizz will provide the Rep with a replacement fizzy to provide their customer.

In the event that the wrong size is revealed the Independent Rep is to notify the Bella Fizz home office within 14 days of sale at [returns@bellafizz.com](mailto:returns@bellafizz.com)

The item will then need to be returned to Bella Fizz home office with details of the situation at

11377 US10 HWY

Evart, MI 49631

After review, Bella Fizz will provide the Independent Rep with a replacement fizzy to provide their customer.

Bella Fizz

01/24/2022