



Agua Viva USA Exchange/Return Form

17011 Lincoln Avenue #387 • Parker, CO 80134

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info@aguavivausa.com

To return any item, simply follow these 5 steps...

Order #: _____

New Order # for Exchange: _____

1

Please explain the reason you're returning the item. This information helps us process your return quickly and enables us to improve our products and service. Be as specific as possible.

2

List the items you are returning.

ITEM #	DESCRIPTION	COLOR	SIZE	QTY	PRICE

Do you prefer? Exchange Refund

Was this item a gift? Yes No

3

List the item(s) you would like to order in exchange.

ITEM #	DESCRIPTION	COLOR	SIZE	QTY	PRICE

Method of Payment (Required for Exchanges – without this information your Exchange will be Delayed)

Visa MasterCard Discover American Express PayPal

Credit Card #: _____

Expiration Date: _____

Signature: _____

Security Code: _____
(From front or back of card)

4

Billing Information:

Name: _____
Address: _____
City: _____
State: _____
ZIP: _____
Phone: _____
Email: _____

Shipping Information

Name: _____
Address: _____
City: _____
State: _____
ZIP: _____
Phone: _____
Email: _____

5

Send the Package Back to Us.

- Enclose this form with your merchandise.
- Enclose a copy of your receipt.
- Return the merchandise in its original packaging.
- Return the package to us via UPS, FedEx, Priority Mail or Express Mail. (Tracking # required: for lost packages)
- Mail to:

Agua Viva USA
17011 Lincoln Avenue #387
Parker, CO 80134

RETURN POLICY

Your purchase can be returned or exchanged, within 30 days of receipt, as long as it meets the following requirements:

- The product is returned in its original packaging.
- There are no visible signs of wear and tear.
- A copy of your original receipt.
- Our Return/Exchange Form filled out and returned with the merchandise. Our Return/Exchange Form can be downloaded from our web site. It can be found on our RETURN POLICY page.
- If there was an error on our part, you will not be responsible for the return shipping of the merchandise.

You must return these products within 30 days of receipt, and pay the shipping costs of doing so. The original Havaianas shoebox may **NOT** be used as mailing boxes. All merchandise must be returned in saleable condition. If an item is returned to Agua Viva USA that cannot be resold, the merchandise will be returned to you. You will be charged for the shipping cost of the merchandise back to you. If an item is returned after the 30 Day Return Policy, your credit will be charged for the shipping of the item back to you. **Items must be returned within 30 days of receipt.**

Returns for Refund

Upon receipt of returned items, credit will be issued back to the payment method used.

A 20% restocking fee will be the only charge. A refund will be issued to your credit card for 80% of the value of the merchandise and any applicable sales tax you may have been charged. Please note that we cannot refund any shipping charges.

Returns for Exchange

Your new style or size choice will be shipped within 2-5 business days after receipt of original merchandise. All return merchandise will be shipped out UPS Ground. If the requested item is out of stock, we will notify you by email of its expected ship date. If you do not wish to wait, we will be happy to issue you a refund.

If you plan on exchanging your Havaianas, but you do not want to wait during the shipping of the Havaianas back to Agua Viva USA and then back to you. You may reorder your Havaianas online, BUT you must make sure you print our return/exchange form and write your NEW ORDER NUMBER along with your OLD ORDER NUMBER on the form. Without both Order Numbers, you will be charged the 20% Restocking Fee.

Shipping for your Exchange

Exchanged Merchandise will be shipped to the original shipping information provided on your order form.

All exchanged merchandise will be shipped out UPS Ground, unless otherwise specified.

Additional shipping charges will apply for all exchanged merchandise.

International Customers returning merchandise for an exchange will be responsible for their return shipping charges.

There will be no additional shipping charges if we sent the wrong item.

How to Return Merchandise

Without exception, returns must be sent UPS, Federal Express, Express Mail or Priority Mail. All returns must be insured for full value. Please take note of your tracking number for returned merchandise. We will need the tracking number if the package becomes lost or stolen.

Please do not use the Original Havaianas Shoe Boxes as a mailing Box.

Return to:

Agua Viva USA
17011 Lincoln Avenue #387
Parker, CO 80134