



Younique Love It Guarantee™

Product Guarantee, Refunds, Exchanges,
and Product Credits Policy

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CANCELING AN ORDER WITHIN THREE (3) HOURS

Orders can be cancelled within three hours of being placed. This is done by going into the order history within your Back Office or customer account, selecting the order ID, and clicking "Cancel." Changing an order requires canceling the initial order and then placing a new order. Once the three-hour window has passed, orders cannot be cancelled.

POLICY WITHIN 14 DAYS OF PRODUCT DELIVERY

If you are unsatisfied with the quality of Younique products for any reason within 14 days of product delivery, you may return them to Younique for full product credit (Y-CASH™ credit), a product replacement or equal-value product exchange, or a full refund minus shipping and handling. Please note that products must be at least 50 percent full in order to be eligible for a return or exchange.

Returns and exchanges can be initiated online through the order history in your Back Office or customer account, or by submitting a request at www.youniqueproducts.com/business/support. A Customer Care agent will contact you with the next steps required for completing the return.

POLICY WITHIN 15–30 DAYS OF PRODUCT DELIVERY

Within 15 to 30 days after product delivery, products can be exchanged for Younique product credit (Y-CASH™ credit), a product replacement or equal-value product exchange, or 80 percent of a full refund minus shipping and handling. Please note that products must be at least 50 percent full in order to be eligible for a return or exchange.

Returns and exchanges can be initiated online through the order history in your Back Office or customer account. You can also open a claim with Customer Care at www.youniqueproducts.com/business/support; a Customer Care agent will contact you with the next steps required for completing the return.



POLICY WITHIN 31–90 DAYS OF PRODUCT DELIVERY

Within 31 to 90 days after delivery, products can be exchanged for Younique product credit (Y-CASH™ credit) or a product replacement or equal-value product exchange minus shipping and handling. Please note that products must be at least 50 percent full in order to be eligible for a return or exchange.

Returns and exchanges can be initiated online through the order history in your Back Office or customer account, or by submitting a request at www.youniqueproducts.com/business/support. A Customer Care agent will contact you with the next steps required for completing the return.

PRODUCT WARRANTY

If there are quality concerns with your product, please initiate a return online through the order history in your Back Office or customer account or by contacting Customer Care at www.youniqueproducts.com/business/support. Products proven to be defective will be exchanged for a product of equal or lesser value.

PERSONAL INCOMPATIBILITY

If you experience personal incompatibility with Younique products (such as an allergy to an ingredient), please contact your physician immediately.

To return a product based on personal incompatibility, you may initiate a return online through the order history in your Back Office or customer account or by submitting a request at www.youniqueproducts.com/business/support. A Customer Care agent will then contact you to discuss options, including product credit, an applicable refund, or a replacement product of similar or lesser value shipped at no additional charge. For quality control, please describe the nature of the personal incompatibility in the return request.



QUALITY CONCERNS

If there are quality concerns with a product, or if it arrives damaged from carrier handling, please initiate a return online through the order history in your Back Office or customer account or by submitting a request at www.yuniqueproducts.com/business/support. Customer Care will send a replacement right away. Please include digital photo(s) of the damaged or defective product with the return request so Younique can forward to the carrier or manufacturer.

LOST OR STOLEN SHIPMENT CLAIMS

Younique provides tracking numbers for every package sent. We ask that you check with your local postal carrier if a tracking number shows a package as having been delivered yet but you haven't received it. In some cases, you may be required to file a lost/stolen claim with your local post office. After a shipment has been reported lost with the local carrier, please file a request with Younique at www.yuniqueproducts.com/business/support for a replacement of the lost shipment.

RETURNS OR EXCHANGES ON COLLECTION OR CUSTOMER KUDOS ITEMS

Items in a collection, set, or Customer Kudos bundle may be exchanged for a different product only if there was an option to purchase a different product or shade in that collection, set, or Customer Kudos bundle.

INSTRUCTIONS FOR RETURNING PRODUCTS TO YOUNIQUE

Requests for product exchanges or returns can be initiated online through the order history in your Back Office or customer account. You can also submit a request at



www.youuniqueproducts.com/business/support, and a Customer Care agent will then contact you with return instructions within approximately one (1) business day of the original request. In both cases, you will receive a return mailing address and a Return Merchandise Authorization (RMA) number that will be needed to process your return. Please note that we are not able to provide expedited shipping on replacements or exchanges at this time, even if you chose expedited shipping on your original order.

If you do not have means to access the online return system or Customer Care portal, then the request for product return or exchange may be initiated by calling one of our Customer Care phone numbers below.

Stati Uniti: 844-821-8151

Canada: 844-214-7208

Messico: 01-800-733-4076

Regno Unito: 0800 048 8702

Irlanda: 1800817012

Germania: 0800/7243130

Spagna: 900839115

Italia: 800 790925

Francia: +33 805-080-380

Australia: 1800 018 202

Nuova Zelanda: 04 2807 308

Hong Kong: 800961603

An original order ID is required for all product returns or exchanges.