



The Younique Love It Guarantee Product Guarantee, Refunds, Exchanges, and Product Credits Policy

2015



Table of Contents

3-Hour Window Order Cancellation	2
 Within 14 Days of Product Delivery	2
 Within 15–30 Days of Product Delivery	2
 Within 31–90 Days of Product Delivery	2
Product Warranty	2
Personal Incompatibility	2
Defective or Damaged Product	3
Lost or Stolen Shipment Claims	3
Instructions for Returning Products to Younique:	3
Customer Support Hours	3

3-Hour Window Order Cancellation

Orders can be cancelled within three hours of being placed. This is done through a Customer's Younique account under their order history, order ID, and "Cancel." To change an order, the initial order must be cancelled and a new order placed. Once the 3-hour window has passed, orders cannot be cancelled.

Within 14 Days of Product Delivery

Within 14 days of product delivery, if a customer is unsatisfied with the quality of Younique products for any reason, they may return them to Younique for full Younique Product Credit (Y-Cash), an equal-value product exchange, or a full refund minus shipping and handling. Returns and exchanges need to be filed by submitting a Support Request at www.youniqueproducts.com/business/support. An agent will contact the customer with the next steps required for completing the return.

Within 15-30 Days of Product Delivery

Within 15 and 30 days after Product Delivery, Products can be exchanged for Younique Product Credit (Y-Cash), an equal-value product exchange, or 80% of a full refund minus shipping and handling. Returns and exchanges need to be filed with Younique Customer Support at www.youniqueproducts.com/business/support. An agent will contact the customer with the next steps required for completing the return.

Within 31-90 Days of Product Delivery

Within 31 and 90 days after delivery, products can be exchanged for Younique Product Credit (Y-Cash) or an equal-value product exchange minus shipping and handling. Returns and exchanges need to be filed with Younique Customer Support at www.youniqueproducts.com/business/support. An agent will contact the customer with the next steps required for completing the return.

Product Warranty

If a product is believed to be defective, please contact Support at www.youniqueproducts.com/business/support to file a claim. Products proven to be defective will be exchanged for a product of equal or lesser value.

Personal Incompatibility

If a Customer experiences personal incompatibility with Younique products (such as an allergy to an ingredient), the customer should immediately contact their physician. To return a product based on personal incompatibility, the customer may contact Support at www.youniqueproducts.com/business/support. An agent will then contact the Customer to discuss options, such as product credit, an applicable refund, or to ship a replacement product of similar or lesser value at no additional charge. For Quality Control, Customers are asked to describe the nature of the Personal Incompatibility in the Support Ticket.

Defective or Damaged Product

If a product is defective or arrives damaged from Carrier handling, the customer is asked to submit a Support Request at www.youuniqueproducts.com/business/support and Support will send a replacement right away. Customers are asked to include digital photo(s) of the damaged or defective product with your Support Claim so Younique can forward to the Carrier or Manufacturer.

Lost or Stolen Shipment Claims

Younique provides tracking numbers for every package sent. The customer is responsible for checking with their local postal carrier if a tracking number shows a package as having been delivered yet the customer has not received it. In some cases, the customer may be required to file a lost/stolen claim with their local post office. After a shipment has been reported lost with the local carrier, a support request may be made with Younique at www.youuniqueproducts.com/business/support to request replacement of the lost shipment.

Instructions for Returning Products to Younique:

Requests for product exchanges or returns must be initiated through the Younique Customer Support Portal located at www.youuniqueproducts.com/business/support. A Younique customer support agent will then provide the customer with return instructions, a return mailing address, and a Return Merchandise Authorization number (RMA) within approximately 1 business day of the original request. 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 the customer does not have means to access the online customer support portal, then the request for product return or exchange may be initiated by calling one of our Customer Support phone numbers below, available Monday through Friday 5:00a.m. to 4:00p.m. Pacific Time.

United States: 844-821-8151

Canada: 343-885-8345

Australia: 07 4566 1036

United Kingdom: 020 3695 5670

Germany: 0800 / 724 3130

Mexico: 55 4746 0479

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

Customer Support Hours

Younique Customer Support is available Monday–Friday from 5:00a.m. to 11:00p.m. Pacific Time. During that time, we offer the following schedules for each support method:

Email: 5:00a.m. – 11:00p.m. Pacific Time

Phone: 5:00a.m. – 4:00p.m. Pacific Time

Online Chat: 5:00a.m. – 11:00p.m. Pacific Time