



# U.S. RETURN POLICY

## THE JAMBERRY GUARANTEE

Jamberry wants you to love and enjoy your new products. If you are not satisfied with your Jamberry purchase you may return most items for a refund within 90 days of purchase (see specific limitations below). Jamberry covers delivery and return shipping costs if an item is defective or if the return is a result of our error. The Jamberry Guarantee does not cover ordinary wear and tear or damage caused by improper use or accidents. Due to variations in printing methods, product colors in the catalog or online may not be an exact representation of actual Jamberry products. All returns are subject to the following conditions:

## REFUNDS, RETURNING OR EXCHANGING ITEMS

We will accept returns of items purchased from any Jamberry website or the Personal Website of any Jamberry sales consultant. We cannot offer refunds for “cash and carry” purchases, where a Customer makes a retail purchase directly from the inventory of a Jamberry Consultant. We will not accept returns of items purchased from third party shopping portals such as eBay, Amazon, Etsy, etc. You must provide proof of purchase for all returns and exchanges.

### Customer (Non-Consultant) Returns

If you are dissatisfied with your purchase from Jamberry, you may return it for an exchange or full refund, less cost of shipping, within 30 days from the purchase date, even if the product is not in its original packaging or in resalable condition. However, the product must be at least 50% unused. The customer is responsible for the cost of returning the product.

Any products returned more than 30 days from the purchase date must be returned in their original packaging and in resalable condition to be eligible for an exchange or refund. Discontinued or retired products are not considered to be in resalable condition. If returned within 90 days, you are entitled to a full refund, less cost of shipping. Resalable products outside of the first 90 days will be eligible for an exchange up to one year from the purchase date. We do not accept return of products for refund or exchange outside of one year from their purchase date. Bundled items must be returned with all original components.

Refunds for defective products or Jamberry error will include the cost of shipping; refunds for any reason other than product defect or Jamberry error will not include the cost of shipping. All refunds or exchanges will be at the price the Customer paid for the product, inclusive of any discounts. (e.g. a wrap purchased as part of a buy three get one free promotion would be refunded at \$11.25, as the prorated retail value of four wraps purchased for \$45. That wrap could not be exchanged for a \$15 lacquer). StyleBox exchanges will only be processed for other StyleBox wraps. We do not give refunds for gift codes or discount codes; a product must have been purchased to be eligible for a refund.

### Defective Products

Defective products may be returned for a refund within 90 days of purchase or exchanged within 1 year from the purchase date (excluding the Electric Products listed below, which have a 90 day limited warranty). Refunds for defective products will include the cost of shipping. Products purchased but not delivered will not be eligible for a refund or replacement unless the failure to deliver is reported within 45 days of the original order date.

### Jamberry Error

Should Jamberry mistakenly send you an incorrect product, you may return it for a full refund within 90 days of purchase or exchange within 1 year from the purchase date. Refunds for Jamberry’s error will include the cost of shipping.

### Returns of Electric Products

The Jamberry Mini Heater, the TruShine LED Curing Lamp and the ColourCure UV/LED Curing Lamp have a 90-day limited warranty on materials and workmanship. Product failure after this limited warranty period will not be covered by Jamberry.

## Consultant Returns

Jamberry will provide a consultant refunds as follows:

- A. If you are dissatisfied with your first purchase from a product category it can be returned for a full refund, less cost of shipping, within 30 days from the purchase date, even if the product is not in its original packaging or in resalable condition. However, the product must be at least 50% unused. The consultant is responsible for the cost of returning the product. All subsequent purchases in that product category will be subject to the below stipulations.
- B. Any products other than your first purchase from a product category must be returned in their original packaging and in resalable condition, within 30 days from the purchase date, to be eligible for an exchange or a full refund, less cost of shipping. Discontinued or retired products are not considered to be in resalable condition. The consultant is responsible for the cost of returning the product.
- C. Any products returned 31-90 days from the purchase date must be returned in their original packaging and in resalable condition to be eligible for an exchange or refund at 90% of the purchase price, less cost of shipping. Discontinued or retired products are not considered to be in resalable condition. The consultant is responsible for the cost of returning the product.

In any one-year period, consultants may return a maximum of \$1,000 in product. Consultants are encouraged to sell products through their Jamberry websites and are discouraged from stockpiling product they may not be able to sell. This limitation does not apply to defective product. However, product will need to be inspected to determine if a return is eligible for a refund.

Each consultant will have their Qualifying Volume (QV) and Retail Volume (RV) reduced by the amounts refunded to themselves or their customers, which will be reflected in subsequent commission disbursements.

## Marketing Material Returns

Marketing materials may only be returned upon resignation as an independent consultant or in the case of a product defect or error on the part of Jamberry.

## RETURNS AND EXCHANGES BY MAIL

If you return or exchange a product by mail, we recommend that you ship your package with a carrier that can provide tracking and insurance for at least the value of the items being returned. Jamberry is not responsible for packages lost in transit without proof of tracking. You are responsible for the return shipping costs of your returns, unless product is defective. In situations where we are covering the cost of return shipping, we will send you a shipping label. If you choose to ship the product yourself, we cannot refund the cost of return shipping.

### To return or exchange an order by mail:

- Include a copy of your proof of purchase
- Ship your package with a carrier that can provide tracking and insurance

FOR USPS, UPS OR FEDEX, USE THIS ADDRESS:

**JAMBERRY RETURNS DEPARTMENT  
751 E 700 S AMERICAN FORK, UT 84003**

For any products you purchase from Jamberry, title to the products and risk of loss transfers to you when the products are shipped.

## CONSULTANT RESIGNATION

You are entitled to make certain returns upon resignation as a Consultant of Jamberry Nails, LLC.