



The Younique Love It Guarantee
**PRODUCT GUARANTEE, REFUNDS, EXCHANGES, AND
PRODUCT CREDITS POLICY
2014**



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Bulk Orders & Return Restrictions

Younique, LLC is a cosmetics company operating within a direct sales business model, and as such, places some restrictions on returning bulk orders that may otherwise negatively impact the integrity of the organization. A bulk order is defined as an order, or cumulative orders in a three-day period, amounting to US\$1,000 (or the equivalent based on Younique currency exchange peg rates) or more, before any applied discounts. Any bulk orders which are determined by Younique to be “bonus buys”, will be cancelled, all status advancements revoked, and commission payouts clawed back.

Bulk purchases by Presenters are final, and may not be returned unless returned at the time of termination of such Presenter’s enrollment with Younique.

Bulk purchases by non-Presenters are final, except where the order was the result of an in-home sale it may be cancelled within three days of submission.

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 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, the customer may return the products to Younique for Younique Product Credit (Y-Cash), an equal-value product exchange, or a full refund, minus return shipping and handling fees. The customer is responsible for fees incurred to ship product back to Younique. Please note that neither exchanged product, nor monetary refund, will be processed until the original item has been shipped back to Younique. 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. The returned product must contain at least 70% of its volume to receive a full refund. Younique reserves the right to deny refunds or credits for product that has been returned empty or with greater than 70% of its contents used or emptied.

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 the return. Please see steps below for returning products to Younique. The returned product must contain at least 70% of its volume to receive a full refund. Younique reserves the right to deny refunds or credits for product that has been returned empty or with greater than 70% of its contents used or emptied.

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. The returned product must contain at least 70% of its volume to receive a full refund. Younique reserves the right to deny refunds or credits for product that has been returned empty or with greater than 70% of its contents used or emptied.

Returning Presenter Kits and Additional Return Options

A request for a full refund of a Presenter Kit may be made within 7 days of delivery of the Kit. Presenter Kit returns fall under Voluntary Cancellation guidelines outlined in the Younique Presenter Agreement, section 12.5. Please contact Support at www.youniqueproducts.com/business/support to request instructions for returning a Presenter Kit.

The Younique Presenter Agreement outlines additional return options under certain circumstances. If you are a Younique Presenter, please consult this document for any specific return or cancellation policies that may apply specifically to you. The Younique Presenter Agreement can be downloaded from the following location:

https://www.youniqueproducts.com/files/Younique_Presenter_Agreement.pdf

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), then the customer should immediately contact a physician. To return a

product based on personal incompatibility, the customer may contact Support at www.yuniqueproducts.com/business/support. An agent will then contact the Customer to discuss options, such as product credit, an applicable refund, or 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.yuniqueproducts.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 the Support Claim so Younique can forward to the Carrier or Manufacturer.

Lost or Stolen Shipment Claims

Yunique provides tracking numbers for every package sent. The customer is responsible for checking with the local postal carrier if a tracking number shows a package to have been delivered, yet the customer has not received it. In some cases, the Younique Customer Support may file a lost/stolen claim with the shipping carrier. After a shipment has been reported lost with the local carrier, a support request may be made with Younique at www.yuniqueproducts.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.yuniqueproducts.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.

If the customer does not have means to access the online Help Desk, then the request for product return or exchange may be initiated by calling one of Younique's toll-free support numbers listed below, Monday-Friday, 6 AM – 6 PM (MST).

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

Customer Support Hours

Yunique Customer Support is available Monday-Friday, from 6 AM to Midnight MST. During that time, we offer the following schedules for each support method:

Help Desk: 6AM – Midnight (MST)
Phone: 6AM – 6PM (MST)

USA: 844-821-8151

Canada: 343-885-8345

Australia: 7 4566 1036

New Zealand: 9 925 0305

Online Chat:

6PM – Midnight (MST)