

Satisfaction Guarantee and Return Policy

Lady Godiva Beauty stands behind all of our products and offers a full money back guarantee on any product returned within 30 days from the original date of shipping. A product that was ordered by accident, or was not used, should be unopened and have 100% of the original contents remaining. In all cases, products must have at least 70% (by volume) of the original contents remaining in the container in order to qualify for a refund under this satisfaction guarantee. Any product shipped directly to the Customer by the Company must be returned to the Company, postage pre-paid and properly packaged to prevent damage. After receiving and inspecting the returned product, the Company will issue a refund to the Customer. The Company address for any product return is:

Lady Godiva Beauty
Attn: Returns
3705 Ellison Rd NW, Suite 116
Albuquerque, NM 87114.

If the product to be returned was purchased directly from an Independent Beauty's personal inventory, you must contact that Independent Beauty for a refund. In all cases, the Company will only issue a product refund to the original person (Beauty or Customer) who purchased the product from the Company and it must be received by the Company within 30 days of the original date of shipping. Please contact us at support@ladygodivabeauty.com prior to returning any products or with any questions about our Satisfaction Guarantee. Refunds issued by the Company will be credited to the original form of payment or to Product Credit, at the choice of the Customer. This product satisfaction guarantee does not apply to products damaged by abuse or misuse, and shipping costs are not refundable. Please see the Policies and Procedures, which are available in your Back Office, for more information.