



Younique Love It Guarantee™

Product Guarantee, Refunds, Exchanges,
and Product Credits Policy

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CANCELING AN ORDER WITHIN THREE (3) HOURS

Orders may be canceled within three hours of being placed. This is done by going into the order history in your Back Office or customer account, selecting the Order ID, and clicking “Cancel.” Once the three-hour window has passed, orders cannot be canceled.

CHANGING AN ORDER

If you want to change the shipping address on your order, we may be able to assist you. Please contact us as quickly as possible to request this change, as it is time-sensitive. Please submit a request at www.youuniqueproducts.com/business/support and a Customer Care agent will contact you with the next steps required for completing the return.

Order contents cannot be changed after the order is placed. If you are within the three-hour cancellation window, you may cancel the initial order and then place a new order. Once the three-hour window has passed, orders cannot be canceled.

POLICY WITHIN 14 DAYS OF PRODUCT DELIVERY

If you are unsatisfied with your Younique products for any reason, within 14 days of product delivery you may be eligible to return them for product credit (Y-CASH™ credit), a product replacement, 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. You may also submit a request at www.youuniqueproducts.com/business/support and a Customer Care agent will contact you with the next steps required for completing the return.

POLICY WITHIN 15–30 DAYS OF PRODUCT DELIVERY

If you are unsatisfied with your Younique products for any reason, within 15 to 30 days after product delivery you may be eligible to return them for Younique product credit (Y-CASH™ credit), a product replacement, 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 may also submit a request at www.youuniqueproducts.com/business/support and a Customer Care agent will contact you with the next steps required for completing the return.

POLICY WITHIN 31–90 DAYS OF PRODUCT DELIVERY

If you are unsatisfied with your Younique products for any reason, within 31 to 90 days after delivery you may be eligible to return them for Younique product credit (Y-CASH™ credit), or a product replacement. 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 may also submit a request at www.youuniqueproducts.com/business/support and a Customer Care agent will contact you with the next steps required for completing the return.

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.youuniqueproducts.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 purposes, it would be helpful to us if you would please describe the nature of the personal incompatibility in the return request.

PRODUCT WARRANTY AND QUALITY CONCERNS

If there are quality concerns with a product or it arrives damaged from carrier handling, please initiate a return and include a description of the damage or quality issue. If possible, include digital photo(s) of the damaged or defective product with the return request so Younique can see the problem and forward it on to the carrier or manufacturer.



Most product quality issues or damaged good claims are discoverable within the 90-day time period allowed for under the Love it Guarantee; other concerns would be considered on a case-by-case basis and in compliance with the applicable laws of the relevant jurisdiction.

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

LOST OR STOLEN SHIPMENT CLAIMS

Youunique provides tracking numbers for every package sent. If your tracking information shows your package as “delivered” but you have not received it, we ask that you check with your local postal carrier. In some cases, you may be required to file a lost/stolen claim with your local carrier. If your local carrier is unable to locate your package, please contact Youunique at www.youuniqueproducts.com/business/support for additional assistance with the lost shipment.

RETURNS OR EXCHANGES FOR COLLECTIONS, SETS, BUNDLES, SUBSCRIPTIONS OR MONTHLY SPECIAL ITEMS

Eligible items within a collection, set, bundle or Monthly Special may be exchanged only for different products or shades originally offered in that same collection, set, or Monthly Special bundle.

An entire Monthly Special may be returned per our Love It Guarantee time frame. Individual products from a Monthly Special may be returned for product credit or a prorated refund.

An entire collection, set, or bundle may be returned per our Love It Guarantee time frame. Individual products from a collection, set, or bundle may be returned for product credit or a prorated refund.

Returns and exchanges for items purchased through our subscription program are handled differently, as consented to at the time of enrollment in the subscription. Items ordered as part of a subscription may be eligible for a one-time return or exchange, but no further returns or exchanges will be permitted in future subscription orders for the same products; subscription orders may instead be edited prior to shipping to make changes to the selections. For assistance, please submit a request at www.youuniqueproducts.com/business/support and a Customer Care agent will contact you to outline the next steps in the process.



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. If you are unable to access the online return system please 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.

Orders eligible for return will receive a return mailing address and a Return Merchandise Authorization (RMA) number that will be needed to process your return. You are responsible for any shipping costs associated with sending the product back. 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.

Refunds are issued to the original form(s) of payment. If Y-CASH credit was used on the order, the Y-CASH credit will be refunded first. Any remaining refund amount will be issued to the other form of payment.

We reserve the right to deny return and refund requests at our discretion if return fraud is suspected. Excessive claims for returns or refunds will be investigated and may result in refusal to ship to a certain address. The company might also require that the customer file a claim with the shipping company or take other action the company deems appropriate. Excessive claims for returns can lead to suspension or termination of an account. Excessive claims can include: falsely claiming a package or item is missing or not delivered, falsely claiming allergic reactions, purposely damaging an item to receive a refund or a replacement item, or making any other false claim intended to result in unjust compensation or enrichment.