

xoxo Gina

xoxo GINA RETURN POLICY

At xoxo Gina, we stand behind the quality of our products and want every purchase to feel confident, supported, and transparent. Because our products include cosmetics and personal-use items, the following guidelines help ensure fairness, safety, and consistency for both retail customers and xoxo Gina Artists.

FOR RETAIL CUSTOMERS AND AFFILIATES

30-Day Money-Back Guarantee

If you are not completely satisfied with your xoxo Gina purchase, you may request a return within 30 days of delivery, subject to the guidelines below.

Eligible Returns

- Products must be returned within 30 days of the delivery date.
- Items must be unused, unopened, and in original packaging, unless the return is due to damage or defect.
- Approved returns will be refunded to the original form of payment, excluding shipping and handling.

Final Sale Items

For hygiene and safety reasons, the following items are final sale and not eligible for return or refund:

- Opened or used cosmetics
- Lip products, eye products, and skincare once opened
- Gift sets or bundles that have been opened or partially used
- Promotional, discounted, or limited-edition items

Damaged or Incorrect Orders

If your order arrives damaged, defective, or incorrect, please contact Customer Support within 7 days of delivery with:

- Your order number
- A description of the issue
- Photos of the product and packaging

We'll make it right as quickly as possible.

FOR xoxo GINA ARTISTS

Product & Sales Aid Returns

If a xoxo Gina Artist is not satisfied with a product, they may return eligible items within 12 months of purchase, provided that:

- The Artist Agreement has not been terminated by either party
- The product is in resalable condition (unused, unopened, and in original packaging)
- The product was personally purchased under the Artist's ID

Approved returns will be refunded at 90% of the original purchase price, excluding shipping and handling. Any royalties, bonuses, rebates, or incentives paid on returned products will be deducted from the refund.

Sales Aids

- Generic sales aids purchased within 12 months may be returned if unused and resalable.
- Custom or personalized sales aids (business cards, printed materials with Artist contact information) are non-refundable.

Important Notes

- Returns totaling \$500 or more within a calendar year may be reviewed by the Company and could result in corrective action or termination at the Company's discretion.
- Artist kits, enrollment fees, and promotional bundles are non-refundable unless otherwise required by law.

HOW TO INITIATE A RETURN

To ensure your return is processed quickly and accurately, all returns must follow the steps below.

1. Contact Us

To initiate a return, please contact xoxo Gina Customer Support.

- Email: info@xoxogina.com
- Include:
 - Your order number
 - The item(s) you wish to return
 - A brief reason for the return

Our team will review your request and confirm next steps.

2. Wait for a Response

Once your request is approved, you'll receive:

- A Return Merchandise Authorization (RMA) number
- Instructions on how and where to send your return

Returns sent without an approved RMA cannot be accepted.

3. Package Your Return

- Carefully package the product(s), preferably in the original packaging.
- Ensure items are packed securely to prevent damage during transit.

- Include your invoice or order confirmation inside the package

4. Ship Your Package

- Clearly write the RMA number on the outside of your return package.
- Ship using a prepaid method of your choice.
- We recommend using a carrier that provides tracking and insurance.

xoxo Gina is not responsible for lost or damaged return shipments.

5. Wait for Your Refund

- Once your return is received and inspected, we'll process your refund.
- Please allow 7–10 business days after receipt for refunds to be completed.
- You'll receive a confirmation email once your refund has been processed

Refunds are issued to the original form of payment, excluding shipping and handling.

6. Important Restrictions

- Original shipping and handling fees are non-refundable
- Items marked FINAL SALE are not eligible for return
- Opened or used cosmetics cannot be returned for hygiene and safety reasons
- Returns must be initiated within the applicable return window

Policy Updates

xoxo Gina reserves the right to update or modify this Return Policy at any time. The most current version will always be available on our website