



## **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](mailto: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