

 **UNITED STATES / CANADA** *Return & Exchange*

What is your Return Policy?

We want you to be 100% happy with your products. If you are not, we will definitely offer you a return or exchange! All returned or exchanged items must be postmarked no later than 30 days from the date of product shipment (to keep things fair we are firm on this policy).

For Returns

We will refund you the price paid for the eligible item and the sales tax. We cannot, however, refund any shipping charges.

Please read important guidelines/restrictions below prior to mailing your item(s):

- Limited Edition items are not eligible for return or exchange.
- Holiday Collections are only eligible for return as a whole collection, we cannot process a refund or exchange for an individual item within a collection.
- Individual Items from Skin Care Collections cannot be returned or exchanged unless returned as a whole collection.
- Individual Items from Makeup Collections are only eligible for a shade exchange of equal value, we cannot process refunds for an individual item within a collection.
- Basic Starter Kits or individual contents from the Kit cannot be returned or exchanged as per our Beauty Guide Agreement Policy.
- Wholesale Orders please refer to our Policies and Procedures for restrictions.

If you purchased the item(s) directly from a Beauty Guide, please contact the Guide that sold you the item(s) to process your return/exchange. If you purchased the item(s) through our website, please download our Return & Exchange Form from the "Policies" section at the footer of www.limelifebyalcone.com. Please send this completed form along with the carefully packed return/exchange item(s) to:

United States Orders:

US RETURNS
LimeLife By Alcone
C/O Staci US Corp
100 Industrial Dr.
Jersey City, NJ 07305

Canada Orders:

LimeLife Returns Department
LimeLife Canada Limited
Unit 89, 2700 Dufferin Street
Toronto, M6B 4J3

When you ship your return or exchange item(s), please be certain to obtain tracking information on your package. We hope you understand we cannot process your request without the product in hand.

For Exchanges

Once we receive the original item, we will ship out the new item for FREE! For any balance due, you will be contacted by one of our Returns Department Associates. Any credit to your account will be refunded to your original form of payment.

Please complete all the information below so we can get you your return or exchange as quickly as possible.

NAME: _____ CONTACT (EMAIL OR PHONE): _____

ORDER NUMBER: _____ IS THIS A (please circle one) RETURN or EXCHANGE

Please indicate all items included in this package being returned or exchanged below with the reason:

Please indicate the items you would like to exchange the above for:

Contact Us

Contact Customer Care at 1-844-BE-AMAZING (1-844-232-6294) or email us at returns@limelifebyalcone.com