

Return & Refund Policy

At Nina LaVon, we want you to be completely satisfied with your purchase. If for any reason a product does not meet your expectations, please contact your Consultant within 30 days of your purchase date or within 30 days of the order shipment date by Nina LaVon, whichever is later.

For a replacement item request due to our manufacturer's defect ("Replacement Item") or a Missing Item request, we will not assess any additional delivery charges to you when we ship the Replacement Item or Missing Item to the original address on your order. Additional charges may apply if you request a different shipping address from your original order.

For a product exchange request not due to our manufacturer's defect ("Product Exchange"), such as when you change your mind about a product you ordered and want a different item, we reserve our right to require you to return the original product to us at your expense. You will be charged the Shipping Fee in the amount of Eight Dollars and Ninety-Five Cents (\$8.95) when we send the Product Exchange to you in addition to the standard delivery charges we assess on your order, if applicable. Taxes on these delivery charges may also apply. We cannot issue Product Exchanges for products that are not in good and resalable condition in their original packaging or that were otherwise designated by us as nonreturnable, discontinued or seasonal.

For a refund request not due to our manufacturer's defect ("Refund"), such as when you change your mind about a product and want a Refund on that product, we will not refund to you our standard delivery charges or any Shipping Fee, if applicable, that you paid on your original order. Only the refund price paid for the applicable product and any taxes directly assessed on that product, as shown on your original sales receipt will be refunded. Nina LaVon will not issue a Refund on any taxes directly assessed to you on these delivery charges. We reserve our right to require you to first return the product to us at your expense before we issue you a Refund. We cannot issue Refunds on products that are not in good and resalable condition in their original packaging or that were otherwise designated by us as nonreturnable, discontinued or seasonal. If you do not have your original sales receipt, we reserve our right to refuse to honor your Product Exchange or Refund request. Upon further review by Nina LaVon of your circumstances in these situations, and in our sole discretion if the conditions of this Return Policy are otherwise satisfied, we may provide you with product credit in lieu of a Product Exchange or Refund.

Gift certificates or Product Credits cannot be exchanged for cash, and Nina LaVon is not responsible for lost or stolen gift certificates. If you return an item you purchased with a gift certificate or Product Credit from Nina LaVon, we will place the applicable Refund back on the gift certificate (less any applicable delivery charges and taxes, if applicable) and in accordance with our Return Policy. If an item purchased as part of a Monthly Special is returned and the qualifying purchase amount is no longer met, you will then be charged the full retail price of the Monthly Special item.

If you have any questions about product Returns, discrepancies, back-ordered items or anything else, please contact your Consultant or the Nina LaVon Home Office directly. Your Consultant's information is included on your Hostess Summary and Guest Order Summary. You may contact the Nina LaVon Home Office via email ticket at support@ninalavon.com