

Return / Exchange Policy

Return / Exchange Policy: All sales are final. No refunds. We will exchange the size or style within 10 days of your delivery date provided all tags, the units have not been worn or opened and products must be resalable and any protective liners must be in place. Due to health regulations, products and undergarments that are soiled, worn, damaged, or laundered will not be accepted. If we receive such goods your account will be charged an additional "user fee" at \$15 and the items returned to you at your expense. In order to do an exchange you must first call or email Love Shibue Inc. to be assigned a Return Authorization Number (RAN#). This number must be clearly written on the front of the package you return to us within 10 days of the time you were issued the Return Authorization Number. To receive an approved RAN # please contact info@loveshibue.com or call us 877-270-3313.

Warranty: Love Shibue Inc.™ holds a No Warranty policy on all packaged products. Once removed from the package (unless a manufacture defect), we are not responsible for any damage that occurs. Love Shibue products are very delicate and experience normal wear and tear. Please be advised adhesive products eventually will lose its adhesiveness and products will need to be replaced. We do NOT guarantee the life or usage amount of any Love Shibue products. All products usage and life of wearing is skin and care dependent on user. Some items may appear a slightly different shade in person due to the unique features of the materials and dye lots. In the unlikely event the merchandise is damaged or defective, we will replace it at no charge.

International Sales: International sales are final. No returns or exchanges. Love Shibue is not responsible for any duties/taxes.

Debit/Credit Card Procedures: Cardholder acknowledges that his/her debit/credit card may be charged prior to the actual shipment date of the item(s) purchased. In the case of backorders/preorders, cardholder will be charged at the time of purchase and cardholder will be notified of the backorder/preorder within three (3) to five (5) days of order entry. Items will normally be shipped within five (5) to seven (7) days of the date the debit/credit card is charged.

Notice of Cancellation: You may cancel a transaction without penalty or obligation within three (3) business days from the date of purchase, excluding Saturdays, Sundays and holidays. To cancel, please contact your Consultant and mail or deliver to your Consultant a signed and dated copy of your cancellation notice. If you cancel this order before the Consultant has submitted the order to Love Shibue, the merchandise will not be delivered to you and any payment made by you shall be refunded by the Consultant within ten (10) business days after cancellation. If you cancel this order after the Consultant has submitted the order to Love Shibue, the merchandise will be delivered to you. You may then return the item to the Consultant for a refund under the Return / Exchange Policy as stated above.

Please notify your Consultant of any discrepancies within ten (10) days of receipt of your order.

