

CURLYWORLD RETURN POLICY

Effective September 7, 2021

CurlyWorld offers a 30-day, money-back, satisfaction guarantee on items purchased from curlyworld.com (excluding Handbooks, I Mist You®, Escape Roots®, and opened packages of Pik Me Up®)

Returned packages must be **postmarked** within 30 days of receipt for a full refund for applicable products, less original shipping charges.

Refunds must be applied to the original credit card used for purchase.

CurlyWorld will notify you via e-mail:

- As soon as the returned package has been received
- Again after the product(s) in question have been inspected and approved for processing with your credit card company

For returns, please repack the item(s) in the original packaging (if possible), **include your name and order number**, and ship via an insured carrier (FedEx, UPS, or USPS) to the following address:

**Shipping Department
JM Field Marketing
3570 NW 53rd Court
Fort Lauderdale FL
33308**

Ph: (954) 523-1957

Please note that refunds cannot be processed if your name and order number are not included in the return package.

CurlyWorld is not responsible for return shipping fees.

Kindly note that the CURLYWORD RETURN POLICY IS ONLY APPLICABLE TO WEB ORDERS PLACED THROUGH [CURLYWORD.COM](https://www.curlyworld.com). This return policy also applies to International orders.

We are unable to accept returns of products purchased directly from our retail or salon partners. Please contact the original retailer or salon and refer to their company's return policy, to ensure appropriate handling.

As noted, you may return any item purchased from www.curlyworld.com, excluding:

- Opened Pik Me Up® packages
- Handbooks
- I Mist You®
- Escape Roots®

We closely monitor return activity for policy abuse and reserve the right to decline refunds if we have reasons to suspect misuse of our return policy (such as excessive returns, returns of empty or mostly used bottles, reseller activity and fraud).