

# LORDE + BELLE

## RETURNS & SHIPPING POLICY

### 60-DAY SATISFACTION GUARANTEE

We've developed products to help you achieve healthy, radiant skin. If you're not completely satisfied with your order, follow the return instructions below within 60 days from the date of purchase to receive a full refund.\* For any bundled purchases, individual components may not be returned separately.

\*We offer a full refund of the purchase price, excluding shipping charges, within 60 days from the date of purchase. The 60-Day Satisfaction Guarantee also applies to Business Kits. Items that are returned outside of the Lorde + Belle return policy will be discarded and no return will be issued. For returns on Business Kits, please visit the [Policies & Procedures](#).

### REGENPEN™ 1-YEAR LIMITED WARRANTY

Lorde + Belle warrants that the RegenPen™ will be free from material defects in materials and workmanship under normal use for a period of one-year from the date of purchase. While unusual, if there is a defect, you may send it to us for review using the Return Instructions below. Upon inspection, if it is deemed to be a manufacturer's defect, we will send a replacement. If we receive the tool and it does not have a manufacturer's defect, the customer can have it sent back to them at their expense.

This limited warranty does not apply to: (1) normal wear and tear; (2) defects or damage that is caused by misuse, accident, neglect, abuse, alteration, modification, improper or unauthorized repair or improper storage. Lorde + Belle is not responsible for damages arising from or related to the failure to follow instructions relating to the use of the tool.

The limited warranty applies to the Lorde + Belle RegenPen™ sold by Lorde + Belle or its Brand Partners in the United States. The obligations under this limited warranty are only to the original purchaser and cannot be assigned or transferred.

### RETURN INSTRUCTIONS

To return an item within the 60-day window, please follow these simple steps:

1. Email [support@lordeandbelle.com](mailto:support@lordeandbelle.com) with a refund request and your order number. Include a photo of the packing slip, product(s) to be returned and the reason.
2. A return address and Return Authorization form will be emailed to you. We recommend shipping your return with a service that provides tracking and/or insurance, as we are not responsible for any packages lost in transit.
3. Your return will be processed promptly upon arrival. Please allow 2-3 weeks from your shipping date for your original form of payment to be credited. Shipping and handling fees are not refundable.

### SHIPPING

We offer shipping within the US and to Military APO/FPO/DPO or Military PO Box addresses. Orders are shipped on business days, excluding major holidays. Processing time is typically within 2 business days. Selecting a faster shipping method will not decrease processing time, it only speeds up transit time. The chart merely displays estimates and may not be guaranteed.

SHIPPING RATES – Continental U.S.			
	REGULAR 2-6 business days	EXPRESS 2 Business Days	OVERNIGHT 1 Business Day
Retail Orders	\$6.95	\$15.00	\$25.00
Beauty Insider Subscription*	FREE	\$15.00	\$25.00
Brand Partner, Beauty Insider Orders over \$100	FREE	\$15.00	\$25.00
Brand Partner, Beauty Insider Orders under \$100	\$6.95	\$15.00	\$25.00
*Subscription orders must total \$100 or more of product after promotions and discounts are applied.			

SHIPPING RATES – Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands			
	REGULAR 2-6 business days	EXPRESS 2 Business Days	OVERNIGHT 1 Business Day
Retail Orders	\$15.00	\$25.00	Not available
Beauty Insider Subscription*	\$15.00	\$25.00	Not available
Brand Partner, Beauty Insider Orders over \$100	\$15.00	\$25.00	Not available
Brand Partner, Beauty Insider Orders under \$100	\$15.00	\$25.00	Not available
*Subscription orders must total \$100 or more of product after promotions and discounts are applied.			

Business Kit orders come with free 2-day shipping to the Continental U.S. (\$25 flat rate shipping for Business Kits to Alaska, Hawaii, Puerto Rico and U.S. Virgin Islands.)

For any questions, email us at [support@lordeandbelle.com](mailto:support@lordeandbelle.com)