



RETURN AND REPLACEMENT GUIDELINES

All L'BRI products are eligible for exchange or return within 60 days of the original date of invoice. Free Host Bonus products and Free Sample Sets are not eligible for return or exchange.

Customer Satisfaction Guarantee Please follow these instructions to initiate a customer order return or exchange.

Step #1 Request Return or Exchange Complete a [Return Authorization Form](#) or contact Customer Care at support@lbri.com or 800-742-8828.

Step #2 Print Shipping Label We will email you a pre-paid shipping label. Print your label and pack up your item(s) to be returned to L'BRI. Place the return label on the outside of your package.

Step #3 Return Package Drop your package off at any United States Postal Service (USPS) location such as your local post office or home mailbox. Please return the products within 10 business days

Step #4 Receive Refund or Exchange Refunds or exchanges will be processed when your returned items are received by L'BRI. You will receive an email confirmation once your refund or exchange is processed. Refunds will be made to your original form of payment. If your order was paid for with L'BRI credit, the credit amount will be refunded first, before other refunds are issued.

Missing, Damaged, Defective or Incorrect Product Replacement Products shipped from L'BRI are free from any known defects. Please inspect all products upon arrival and report any concerns to L'BRI. Should Consultants or customers receive products that are missing, damaged, defective, or incorrect; L'BRI will replace the products and send a prepaid label to return the damaged, defective or incorrect product.

Refunds: L'BRI Credit Products purchased with L'BRI credit are eligible for exchange or return of the credit within 60 days. If a customer selects L'BRI credit as their preferred refund instead of their original payment method, their account is credited and they may use that amount on future orders. This credit amount is eligible for commission on the future order and does count toward sales and Show totals.

Consultant Order: Return or Exchange Consultant orders are responsible for cost of shipping product back to L'BRI to complete a return or exchange. L'BRI will mail the exchanged product free of cost. Contact L'BRI or complete the [Return Authorization Form](#) to receive a Return Authorization Number prior to mailing products back to L'BRI.

Returns: Product Purchased by a Consultant and sold directly to a customer The Consultant will need to provide a refund to the customer for product purchased by the Consultant and sold directly to a customer. Product ordered from L'BRI can be returned by the Consultant to L'BRI for refund or exchange within 60 days of the original date of invoice.

Returns: Commission Any commissions previously paid to the Consultant and their upline for product returns is deducted from the Consultant and upline weekly commission or monthly bonus direct deposit.

L'BRI Customer Care: 800-742-8828 support@lbri.com 909 Perkins Dr. Mukwonago, WI 53149