

TERMS AND CONDITIONS

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TERMS OF USE

This Terms of Use Agreement (“Agreement”, “Terms of Use”, “Terms”) sets forth the agreement between L’BRI PURE n’ NATURAL (“L’BRI”, “Company”, “our”, “us”, “we”) and each user (“you”, “your”) of the <https://lbri.com/> (“Website”) and all related websites, services and mobile apps, including the L’BRI Connect App and the L’BRI consultant business center (collectively, the “Services”).

BY ACCESSING OR USING THE SERVICES YOU ARE CONSENTING TO BE BOUND BY THE TERMS AND CONDITIONS CONTAINED IN THIS AGREEMENT ON THE DATE YOU USE THE SERVICES. THE TERMS OF THIS AGREEMENT MAY CHANGE FROM TIME TO TIME. YOUR CONTINUED USE OF THE SERVICES INDICATES YOUR ACCEPTANCE OF THOSE CHANGES. IF YOU DO NOT AGREE WITH THESE TERMS, YOU MAY NOT USE THE SERVICES.

USE OF SERVICES

Use of the Services is subject to all international, federal, state, county, and municipal laws, ordinances, rules, and regulations. The Services are solely for your own personal and non-commercial use, and are subject to all copyright, trademark, and proprietary notices. Any other use of the Services, including reproduction, modification, distribution, republication, or transmission are strictly prohibited. You are prohibited from, or encouraging or enabling others to, post, transmit, or make available through or in connection with the Services anything harmful or invasive, including but not limited to malware, virus, bot, or other computer code that may damage, interfere with, or monitor the use of any program or equipment. L’BRI reserves the right to terminate access and ban future access for any abusive conduct or violation of these terms.

COPYRIGHTS AND TRADEMARKS

Any and all content and media, including but not limited to information, logos, product names, images, graphics, video, commentary, all digital media, and the arrangement thereof (collectively, "Materials") is the property of L'BRI and or its licensors or related entities and is subject to and protected by United States copyright and other intellectual property laws and rights. You cannot reproduce, republish, or redistribute on any network material from the Services without the prior written authorization of L'BRI PURE n' NATURAL.

LIMITATION OF LIABILITY

While L'BRI PURE n' NATURAL makes every effort to keep the Materials and information contained in the Services accurate, L'BRI makes no warranty or guarantee, either express or implied, about the accuracy, completeness, or appropriateness for a particular use. L'BRI cannot guarantee that the Services will be free of viruses, malware, or any other destructive properties. In no event shall L'BRI PURE n' NATURAL, its related entities, licensors, directors, officers, employees, or other representatives be liable for any indirect, special, incidental, punitive, and consequential damages arising out of the use of the Services.

GOVERNING LAW

This Agreement shall be governed by and interpreted in accordance with the laws of the State of Wisconsin and the laws of the United States of America without regard to its conflict of laws provisions. User agrees to, and does hereby, submit to the exclusive jurisdiction of the state or federal courts of competent jurisdiction sitting in the State of Wisconsin to hear and resolve disputes arising out of, or related to this Agreement, and agrees that the exclusive venue for all such actions shall be in Waukesha County, Wisconsin. User by accepting this Agreement, consents and submits itself to the personal jurisdiction of such court, and waives any defense that, and agrees that they shall not assert that such forum is inconvenient or improper.

PRIVACY POLICY

L'BRI Health and Beauty, Inc. does collect personal data on persons placing orders with L'BRI. The information you provide will only be used by L'BRI Health and Beauty, Inc. for fulfilling orders, requests and sending L'BRI updates, news and product information.

Some of your information will then be stored by L'BRI Health and Beauty, Inc. and will not be given or sold to any other companies or individuals.

[Click here to read our complete privacy policy](#)

SHIPPING POLICY

Customer Orders

Orders \$75 and over qualify for FREE SHIPPING within the contiguous United States. Orders under \$75, including FREE Sample Sets, are charged a Shipping & Handling Fee of \$8.

Host Rewards Orders are eligible for FREE SHIPPING if the total of all half-price products and retail products purchased at full price reach \$75 or more. Host Rewards orders under \$75 are charged \$8 Shipping & Handling.

L'BRI ships within the United States and Puerto Rico only; we do not ship to any other US territories, Canada, or Mexico.

Shipping Times

Customer orders generally ship within 4-6 days from the date your order is received by L'BRI and are mostly shipped Priority Mail or First Class via the United States Postal Service (USPS). Shipping times may vary during peak shipping periods. L'BRI reserves the right to use other commercial shipping companies as necessary.

Expedited Processing & Handling

If you need your package sooner, you may consider expedited processing and handling for an additional \$10 fee. Expedited packages will ship same day. Expedited processing & handling is not available for same day shipping after 2:00 PM CT.

Order Assistance

Our Customer Support team will make every effort to accommodate order edits after an order has been placed, however, once our shipping team begins packaging your order, any edits will no longer be possible.

Alaska, Hawaii, and Puerto Rico

Customer orders shipped to Alaska, Hawaii, and Puerto Rico, will incur Shipping & Handling Fees as follows:

- \$0 - \$74.99 = \$10
- \$75 - \$149.99 = \$15
- \$150 - \$249.99 = \$18
- \$250 - \$349.99 = \$21
- Add \$3 in shipping and handling for every additional \$100 in total orders above \$349.99

Click here to view our [CONSULTANT SHIPPING POLICY](#).

RETURN POLICY

We're confident that you're going to love your L'BRI products and, with proper, consistent use, you'll see and feel a difference in your skin. That's why L'BRI products carry our Customer Satisfaction Guarantee. If you aren't completely satisfied with your purchase, simply return or exchange the product within 60 days of your original order date.

Processing Your 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. The shipping of your exchange item will be covered 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.

Damaged or Missing Products

We strive to make sure your L'BRI products arrive as expected. Please inspect all products upon arrival and report any concerns to L'BRI at support@lbri.com or 800-742-8828.

Thank you for the opportunity to ensure that you are 100% satisfied with your L'BRI products.

FAQs

How do I find a Consultant?

Please email support@lbri.com or call us at [800-742-8828](tel:800-742-8828) and we will help get you in touch with a Consultant.

Can you buy L'BRI products without a Consultant?

Since L'BRI Products are not sold in stores, you can purchase online or by calling our Customer Service team. We can connect you to a Consultant in your area, who will be a great resource if you have any questions on our products.

I want to change my Consultant. How can I do this before I shop?

Please email support@lbri.com or call us at [800-742-8828](tel:800-742-8828) with the name of the Consultant you would like to work with and we will make that update on your account.

I forgot my password for my account. How do I reset it?

As long as you have a valid email address on your account follow the steps below.

- Enter Email Address under Customer Login
- Click on "Forgot your password?"
- You will then receive an email that provides a link to create a new password

How do I make changes to an order?

Our Customer Support team will make every effort to accommodate order edits after an order has been placed, however, once our shipping team begins packaging your order, any edits will no longer be possible. For assistance with making an order edit, please email support@lbri.com or call us at [800-742-8828](tel:800-742-8828).

How do I process a return?

Return information is included on <https://lbri.com/policies/return-policy/>

How do I cancel my order?

Our Customer Support team will make every effort to accommodate order edits after an order has been placed, however, once our shipping team begins packaging your order, canceling an order will no longer be possible. For assistance with canceling an order, please email support@lbri.com or call us at [800-742-8828](tel:800-742-8828).

How will I know if my order shipped?

When your package ships, you will receive a tracking email to the email address that we have on file.

How do I expedite an order?

For an additional \$10 we will give your package priority processing and make sure it is shipped on the same day you place the order. Requests made before 2:00 p.m. CST will ship same day. We will not be able to accommodate expedited order requests made after 2:00 p.m. CST. The \$10 is in addition to any S&H charge on the order. \$10 will be billed at the time of the request and paid via credit card.

How do I update my account with a new shipping address, email, etc.?

Once logged in, click on "My Account"
Click "edit full profile"

How do I shop with my L'BRI Credit?

Login using the email address associated with your L'BRI credit. Any available L'BRI credit will be available at checkout. Choose the L'BRI credit you would like to use and click "Apply." You may choose to use a portion of your credit by clicking "Only use a portion of this credit" and entering the amount you wish to use.

*** Please note:** L'BRI credits are valid for a period of one year (365 days) from the date they are awarded and must be used prior to the expiration date. L'BRI product credits may not be applied toward shipping & handling charges.

Are L'BRI products gluten-free?

All products are gluten-free except the Rejuvenating Facial Peel and Fade Away Scar and Stretch Mark Cream.

Did the packaging of my product change?

All product packaging and bags are subject to change based upon availability.