

Product Return Policy:

All sales are final. No refunds or exchanges.

Defective Product Return Policy:

NovaLash shall replace or exchange any product having defects in materials or workmanship. Returns or exchanges require a Return Merchandise Authorization (an "RMA"). To obtain all RMA, please call NovaLash Returns at (713) 520-5848, Monday – Friday 9:00 am through 4:00 pm, CST. To secure a replacement or exchange, (1) send a request, including the RMA, to NovaLash Returns, 1200 Southmore Blvd, Houston, Texas 77004; (2) identify and describe the nature and extent of any defect in your request; and, the request must be in writing and received by NovaLash within thirty (30) days following original purchase. Send your request, the RMA, and any remaining product in a "likeneew" condition, to NovaLash via UPS Ground shipping prepaid. "Like-new" condition means the complete unopened product in the original packaging, with all accessories, packaging, sales literature, and DVD. Replacements or exchanges may take up to thirty (30) days for NovaLash to process beginning the date NovaLash receives the complete request with the supporting materials. Failure to comply with any provision herein relieves NovaLash for all claims for refunds or exchanges.

Training Reschedule or Cancellation Policy:

As our NovaLash trainers limit the number of pupils in each class, NovaLash strictly adheres to the following reschedule or cancellation policy: once the NovaLash Training Manual has been sent via U.S. Mail, fax, or email to the student OR the training session has been conducted, all sales are final and there are no refunds. Reschedule requests are honored, space permitting, without additional charges, provided the request is made at least seven (7) days prior to the scheduled training session. Please note that Certified NovaLash Eyelash Trainers are independent contractors. They may have their own reschedule policy, in which case their policy governs. If you cancel for any reason, you will have the opportunity to reschedule class one time. If for any reason you do not attend the rescheduled class they you forfeit your class fee and will need to re-register and pay the class fee again.

The Lash Studio strictly adheres to the following reschedule or cancellation policy: less then 7 days notification of reschedule of training schedule a \$150 fee will be imposed and any remaining kit balance will be due in order to reschedule training session.

Warranty:

NovaLash warrants its products are free from defects in materials and workmanship for a period of ninety (90) days from the date of the original purchase. All other warranties are specifically excluded and disclaimed.

Student Signature

Type your full name as your signature above, or click on the box below to add your digital signature.