

Returns & Refunds Policy

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Our products are personal-care products, so for hygiene and safety reasons we cannot take back anything that has been opened. If your order arrives damaged, faulty or not what you ordered, we will put it right. This policy forms part of our Terms & Conditions and follows Federal Law No. 15 of 2020 on Consumer Protection and its Executive Regulations.

1. Our policy in short

- **Opened products** cannot be returned or exchanged for reasons of personal preference, for hygiene and safety reasons.
- **Unopened products:** if an item is no longer required, you can exchange it or receive store credit within 7 days of delivery. It must be unopened and unused, with seals intact. You pay the cost of sending it back.
- **Damaged, faulty, wrong or missing items:** we put it right at our cost. You choose a replacement, a refund or store credit.
- **Report quickly:** damage in transit, wrong items and missing items must be reported within **48 hours** of delivery. Manufacturing faults are covered by our **30-day warranty from the date of delivery** (section 3).

2. What we accept

- **Damaged in transit:** a broken, cracked or leaking container, or packaging damaged so badly that the product is affected.
- **Faulty:** a manufacturing fault covered by our warranty (section 3).
- **Wrong item:** a product, size or quantity different from your order confirmation.
- **Missing item:** an item listed on your order confirmation but not in your parcel.

3. Our manufacturing-fault warranty

Every product is covered against manufacturing faults for **30 days from the date of delivery**.

What counts as a manufacturing fault: a fault that was present when the product was made, for example a pump, cap or seal that does not work, or contents that have separated, changed colour or smell abnormally, in a product stored and used as the label directs.

What the warranty does not cover:

- normal changes after opening, or contamination after opening;

- damage caused by storage in heat, direct sun or humidity, or by dropping the product;
- use other than as the label directs;
- results that differ from your expectations, or a product that does not suit your hair, scalp or skin;
- faults reported more than 30 days after delivery.

How it works: report the fault within the 30 days with photos or a video showing the fault and the batch number. Keep the product with its remaining contents, because we may collect it, at our cost, for inspection by us or the manufacturer. If the fault is confirmed, you choose a replacement, a refund or store credit.

4. How to contact us

To make a claim or ask about a return, contact us by:

- **Email:** hello@lavonelle.com
- **WhatsApp:** +971 54 488 8528
- **Contact form:** on lavonelle.com

Our working hours are Monday to Friday, 9 am to 6 pm UAE time. We reply within 2 working days at the latest. At weekends we reply to urgent matters only, such as a damaged delivery.

5. The proof we need

To approve a claim, we need:

- your order number;
- clear photos of the damaged, faulty or wrong item, the outer parcel and the inner packaging;
- a photo of the label showing the product name and batch number;
- for a missing item, a photo of the full contents of the parcel and the shipping label;
- **an unboxing video (required)**, recorded in one continuous take from the moment the sealed parcel is opened and showing the shipping label.

Claims for damage in transit, wrong items or missing items cannot be accepted without the unboxing video. For a manufacturing fault, send photos or a short video showing the fault and the batch number instead.

Please keep the product and all packaging until your claim is settled, as we or the courier may need to inspect them.

6. What we do not accept

- products that have been opened or used, unless they are faulty;
- unopened products after 7 days from delivery, or with broken seals or damaged packaging caused after delivery;

- products that do not suit your hair, scalp or skin type, or results that differ from your expectations;
- damage caused after delivery, by incorrect storage or by not following the label;
- individual items from a set: sets are handled as one item.

Not sure which product is right for you? Ask us before you buy, and we will help you choose.

7. If a product irritates your skin or scalp

Stop using it straight away. If the reaction is severe or does not settle, seek medical advice. Please let us know, with your order number and the batch number, so we can report it to the brand. We recommend a patch test before using any new product.

8. Professional-use products

Professional-use products sold to salons and qualified hairdressers, such as the Aurané Hair Rebuilding Serum No.1 and No.2, are accepted back only if damaged, faulty or wrong, under sections 1 to 5. Where we have agreed separate trade terms with you, those terms apply.

9. How a claim works, step by step

1. **You contact us** with your order number and the proof listed in section 5.
2. **We review your claim** and reply within 2 working days. For a manufacturing fault, we may first inspect the product, or have the manufacturer inspect it, to confirm the fault.
3. **If approved**, we arrange collection at our cost within 3 working days, or tell you how to send the item back. Please do not send anything without our confirmation.
4. **We put it right** within 3 working days of receiving the item, or immediately if no return is needed: a replacement, a refund or store credit, whichever you choose.

10. Refunds and store credit

- **Refunds** for approved claims cover the product price and, where the whole order was affected, the delivery charge. Card payments are refunded to the original card within 7 working days of approval, and cash payments by bank transfer. Your bank may take a few more days to show the money in your account.
- **Store credit** is added to your Lavonelle account within 1 working day of approval and can be used on lavonelle.com within 12 months.
- **Exchanges of unopened items** (section 1) are given as an exchange or store credit, not as a cash refund.

11. Your rights under UAE law

This policy follows Federal Law No. 15 of 2020 on Consumer Protection and its Executive Regulations, which give you the right to a replacement, repair or refund for defective goods. Nothing in this policy limits any right the law gives you.

12. Contact us

- **Email:** hello@lavonelle.com
- **WhatsApp:** +971 54 488 8528
- **Contact form:** on lavonelle.com

LAVONELLE Trading (لفونيل للتجارة), Sole Establishment

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Dubai, United Arab Emirates

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