

CUSTOMER REFUND / RETURN POLICY

Refund Policy (Digital Product)

If within the first thirty (30) days of your first purchase of Shoply products and services via the Shoply website, you are not satisfied you may request a refund of any amounts charged by contacting support@shoply.com. Any subsequent request for subscription refunds via the Shoply website must be made within seven (7) days.

Refund Policy (Physical Product)

You may request a refund of any amounts charged by contacting customer service at support@shoply.com. If for any reason you are not completely satisfied with any Shoply products purchased directly from Shoply via our website, you may request a refund within thirty (30) days from the date of receipt for a full refund or exchange. Refunds and exchanges will be made to the credit card with which the product was purchased. You will need the following to make your request for refund:

- Proof of Purchase
- Unused portion of the product or empty product containers

Your refund includes only the cost of the product. It does not include the costs of shipping.

Return Policy

Before any product is returned to Shoply, the customer must contact customer support to obtain a *Return Merchandise Authorization* (“RMA”) number. Any package received without this information on the outside of the box may be refused and may result in a refund not issuing.

Monthly Membership or SmartSubscription Cancellation

Please email to cancel or modify your monthly subscription at any time at support@shoply.com without penalty. You can also modify or cancel your order at any time at www.shoply.com. By selecting the “Monthly Membership or SmartSubscription” you are also authorizing Shoply, to charge your credit card for the services you have ordered on a monthly basis. You may cancel at any time without obligation and without penalty by emailing support@shoply.com or canceling the order through the shoply.com portal. All cancellations must be performed or delivered to Shoply within three (3) business days of the next subscription fee to guarantee cancellation of that shipment.

