

Shipping & Returns Policy

Effective Date: June 23, 2026

At Lumière Glam, we want your shopping experience to be smooth and worry-free. Please review our shipping and returns information below.

Shipping Information

Processing Time

Orders are typically processed within 1-3 business days. You will receive a confirmation email once your order has been placed, and a shipping confirmation with tracking information once it has shipped.

Shipping Times

Estimated delivery times vary depending on the product and your location, typically ranging from 7 to 20 business days. Some items may ship from international suppliers, which can affect delivery windows. Exact delivery estimates are provided at checkout.

Shipping Costs

Shipping costs are calculated at checkout based on your order and location. Free shipping is available on orders over \$50 within the United States.

Order Tracking

Once your order ships, you will receive a tracking number via email so you can monitor your package's progress.

Delays

While we work hard to ensure timely delivery, Lumière Glam is not responsible for delays caused by shipping carriers, customs processing, weather, or other circumstances beyond our control.

Returns & Exchanges

Return Window

We accept returns within 30 days of delivery for unused, unopened items in their original packaging. Due to hygiene and safety reasons, opened or used beauty and personal care products cannot be returned unless defective.

How to Start a Return

- Contact us at support@lumiereglam.com with your order number and reason for return.
- Our team will provide return instructions and an address if applicable.

- Once we receive and inspect the returned item, we will notify you of the approval or rejection of your refund.

Damaged or Defective Items

If you receive a damaged or defective item, please contact us within 7 days of delivery with photos of the issue. We will offer a replacement or full refund at no additional cost to you.

Non-Returnable Items

- Opened or used skincare, makeup, and personal care items (unless defective)
- Items marked as Final Sale
- Gift cards

Contact Us

For any shipping or return questions, reach out to our customer care team:

Email: support@lumiereglam.com

Response Time: Within 24-48 hours

Hours: Mon - Fri, 9AM - 6PM EST