

# REFUND POLICY

Last Updated: June 2026

At Lumière Glam, customer satisfaction is our priority. If you are not completely satisfied with your purchase, we're here to help.

## Returns

You may request a return within 30 days of receiving your order. To be eligible for a return, the item must:

- Be unused and in its original condition.
- Be in the original packaging.
- Include proof of purchase or order confirmation.

For hygiene and safety reasons, certain beauty and personal care products may not be eligible for return if they have been opened, used, or tampered with.

## Non-Returnable Items

The following items cannot be returned:

- Opened or used beauty products.
- Personal care items that have been opened.
- Gift cards.
- Clearance or final sale items.
- Customized or personalized products.

## Refunds

Once your return is received and inspected, we will notify you by email regarding the status of your refund.

If approved, your refund will be processed to your original payment method within 5–10 business days. Processing times may vary depending on your financial institution.

Original shipping charges are non-refundable unless the return is due to our error or a defective product.

## Damaged, Defective, or Incorrect Items

If you receive a damaged, defective, or incorrect item, please contact us within 7 days of delivery.

To expedite the process, please provide:

- Your order number.

- A description of the issue.
- Clear photos of the item and packaging.

We will review your request and provide a replacement or refund when appropriate.

## **Exchanges**

We currently do not offer direct exchanges. If you wish to receive a different item, please return the original product (if eligible) and place a new order.

## **Order Cancellations**

Orders may be canceled only before they have been processed or shipped. Once an order has been shipped, it cannot be canceled.

## **Lost or Delayed Shipments**

Lumière Glam is not responsible for delays caused by shipping carriers, customs processing, weather conditions, or other circumstances beyond our control.

If your package appears lost, please contact us and we will work with the carrier to investigate the shipment.

## **Contact Us**

If you have any questions regarding this Refund Policy, please contact us:

Lumière Glam

Website: [www.lumiereglam.com](http://www.lumiereglam.com)

Email: [support@lumiereglam.com](mailto:support@lumiereglam.com)

We are committed to providing excellent customer service and ensuring a positive shopping experience for all our customers.