

LOVE BRANDS PRODUCTS RETURN / REFUND POLICY

Last updated: January 30, 2026

AGREEMENT TO POLICY

This Return/Refund Policy is part of our Terms of Service ("Terms") and should be read alongside our Terms and Conditions. Please carefully review our Return/Refund Policy when purchasing our products. This policy will apply to any order you place with Love Brands Products.

We hope you love your purchase. However, if you are not completely in love with your purchase, you may request a replacement or a refund within the timeframes specified below.

Our goal is to constantly improve our product and brand experience; our customer's feedback is vitally important to this process. Any, and all, feedback you can provide is welcomed!

This policy explains how to get a replacement or refund if you're not satisfied with your Love Paks purchase. You have 30 days from purchase to submit a request, and you don't have to return the product if approved.

PRODUCT REPLACEMENTS AND REFUNDS

If you are not satisfied with your purchase and would like to request a replacement or refund, please submit a request through one of the following methods:

- Option 1: Replacement/Refund Portal - Submit your request through our Replacement/Refund Portal.
- Option 2: Email - Email us at support@lovepaks.com with your request.

REQUIRED INFORMATION FOR REPLACEMENT OR REFUND REQUESTS

To process your replacement or refund request, you will need to provide the following information:

- Your order number (purchase order #/transaction #/receipt ID)

- The email address you used for your purchase
- The date of purchase
- A description of the product issues
- Supporting photo(s) clearly showing the product issues
- Whether you would like the product replaced or refunded

Important: Requests without complete information may experience delays in processing. Please ensure all required information is included with your initial request.

REVIEW AND APPROVAL PROCESS

Once you submit your request, the Love Brands Products Team will review it to determine whether a replacement or refund is approved. We carefully review each request to ensure we're providing excellent customer service while maintaining fair policies.

Review Timeline:

- We aim to review and respond to all requests within 7-10 business days
- You will receive an email notification regarding the status of your request
- If additional information is needed, we will contact you promptly

Approval Criteria:

Replacements or refunds may be approved for reasons including, but not limited to:

- Product defects or damage
- Product does not match description
- Shipping damage or loss
- Other quality concerns

We reserve the right to deny requests that do not meet our policy requirements or appear fraudulent.

TIME LIMITS FOR REQUESTS

All requests for replacements or refunds must be submitted within 30 days of the original purchase date.

Requests submitted after 30 days from the purchase date will not be eligible for replacement or refund, except where required by law or in cases of product defects covered by warranty.

RETURN PROCESS

You are not required to return the product if your replacement or refund request is approved.

In the event a replacement or a refund is approved, we do not require you to return the original product. We would rather save you the hassle and help the environment by reducing unnecessary shipping.

Exception:

In rare circumstances, we may request the return of a product for quality control or investigation purposes. If a return is requested, we will provide:

- A prepaid return shipping label
- Clear instructions for returning the product
- Confirmation once the return is received

You will not be charged for return shipping if we request a return.

REFUND PROCESSING

Processing Timeline

After the Love Brands Products Team reviews your refund request and determines a refund is warranted, we will process your refund according to the following timeline:

- Initial Processing: Approximately 5 business days from approval of your refund request
- Credit Card Refunds: May take 1-2 billing cycles to appear on your credit card statement, depending on your financial institution
- Other Payment Methods: Timing may vary depending on the payment method used

Refund Method

Refunds will be issued to the original payment method used for the purchase. We cannot process refunds to a different payment method or account.

Notification

We will notify you by email when your refund has been processed. This email will include:

- Confirmation that the refund was processed
- The amount refunded
- The expected timeframe for the refund to appear in your account

Partial Refunds

In some cases, we may approve a partial refund if:

- Only part of your order is affected

- You received a discount or promotional offer that affects the refund amount
- Shipping costs are non-refundable (unless the issue was our error)

REPLACEMENTS

Replacement Process

If you request and are approved for a replacement product:

- We will ship a replacement product to you at no additional charge
- You will receive a shipping confirmation email with tracking information
- The replacement will be shipped to the same address as your original order, unless you request otherwise
- Standard shipping times apply to replacement orders

Out of Stock Items

If the product you ordered is out of stock or discontinued:

- We will offer a comparable alternative product
- We will offer a full refund if no suitable alternative is available
- You will have the option to choose between the alternative or refund

EXCLUSIONS AND LIMITATIONS

This Return/Refund Policy does not apply to:

- Products purchased from third-party retailers (not directly from Love Brands Products)
- Products that have been used improperly or contrary to product instructions
- Products damaged due to misuse, abuse, or normal wear and tear
- Products purchased through unauthorized resellers
- Gift cards or store credit (unless required by law)

Fraudulent Requests:

We reserve the right to deny replacement or refund requests that appear fraudulent or abusive. Repeated requests without valid cause may result in account suspension or termination.

Final Sale Items:

Items marked as "Final Sale," "Clearance," or similar designations at the time of purchase are not eligible for returns or refunds unless defective or as otherwise required by law.

This policy doesn't cover products bought elsewhere, damaged through misuse, or marked as final sale. We can deny requests that seem fraudulent.

SHIPPING COSTS

Original Shipping Costs

Original shipping costs are non-refundable unless:

- The return is due to our error (wrong item sent, defective product, etc.)
- Required by applicable law

Return Shipping Costs

Since we do not require returns of products, you will not incur return shipping costs in most cases. If we request a return for quality control purposes, we will provide a prepaid return label at no cost to you.

We don't refund original shipping costs unless the problem was our fault. Since you don't have to return products, you won't pay return shipping either.

STATE-SPECIFIC RIGHTS

California Residents

If you are a California resident, you may have additional rights under California law. For assistance, you may contact:

California Department of Consumer Affairs

Complaint Assistance Unit

1625 North Market Blvd., Suite N 112

Sacramento, CA 95834

Phone: (800) 952-5210 or (916) 445-1254

Other States

Residents of other states may have additional rights under applicable state consumer protection laws. This policy does not limit any rights you may have under applicable law.

CONTACT US

If you have any questions concerning our Return / Refund Policy, or if you need assistance with a replacement or refund request, please contact us: support@lovepaks.com

Love Brands Products

2980 South Rainbow Boulevard

Las Vegas, NV 89146

United States

Customer Service Hours: Monday - Friday, 9:00 AM - 5:00 PM CST

We strive to respond to all inquiries within 1-2 business days.

MODIFICATIONS TO THIS POLICY

We reserve the right to modify this Return / Refund Policy at any time. Any changes will be effective immediately upon posting the updated policy on our website. We will update the "Last updated" date at the top of this policy to reflect when changes were made.

Your continued use of our products and services after any modifications to this policy constitutes your acceptance of the updated policy. We encourage you to review this policy periodically.

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