

Renova Worldwide REFUND POLICY

(Updated 5/22/19)

Returns: If you are not satisfied with your product(s), you can return the unused portion back to the Company within thirty (30) days of the original purchase date and the Company will refund 100% of the purchase price.

Procedure for Return:

1. The product(s) must be returned in the original container.
2. The return must have a Return Merchandise Authorization (RMA) number. To obtain an RMA number, contact Support at (866) 217-5806.
3. Return the product(s) through a traceable delivery system, e.g., UPS. It is your responsibility to track the shipment. The Company is not responsible for product(s) lost or damaged during shipment.
4. Upon receipt of the product(s), the Company will issue a refund for the full price paid for the product. The original shipping costs on the returned product(s) will not be refunded.

Exchanges:

The Company will provide an exchange for any product that is defective or incorrectly sent, if the exchange request is received in writing or via email to support@renovaworldwide.com within thirty (30) days of purchase.