CURLYWORLD RETURN POLICY

[Product Return Policy](#)

[Training Return Policy](#)

Effective April 1, 2024

PRODUCT RETURN POLICY:

CurlyWorld offers a 30-day, money-back, satisfaction guarantee on items purchased from curlyworld.com (excluding Handbooks, opened packages of Pik Me Up®, and training events)

Returned packages must be postmarked within 30 days of receipt for a full refund for applicable products, less original shipping charges.

Refunds must be applied to the original credit card used for purchase.
CurlyWorld will notify you via e-mail:

- As soon as the returned package has been received
- Again after the product(s) in question have been inspected and approved for processing with your credit card company

For returns, please repack the item(s) in the original packaging (if possible), include your name and order number, and ship via an insured carrier (FedEx, UPS, or USPS) to the following address:

Shipping Department
JM Field Marketing
3570 NW 53rd Court
Fort Lauderdale FL
33309

Ph: (954) 523-1957

Please note that refunds cannot be processed if your name and order number are not included in the return package.

CurlyWorld is not responsible for return shipping fees.

Kindly note that the CURLYWORD RETURN POLICY IS ONLY APPLICABLE TO WEB ORDERS PLACED THROUGH CURLYWORLD.COM. This return policy also applies to International orders.

We are unable to accept returns of products purchased directly from our retail or salon partners. Please contact the original retailer or salon and refer to their company's return policy, to ensure appropriate handling.

As noted, you may return any item purchased from www.curlyworld.com, excluding:

- Opened Pik Me Up® packages
- Handbooks
- I Mist You®
- Escape Roots®

We closely monitor return activity for policy abuse and reserve the right to decline refunds if we have reasons to suspect misuse of our return policy (such as excessive returns, returns of empty or mostly used bottles, reseller activity and fraud).

TRAINING RETURN POLICY

Cancellation, Refunds and Rescheduling Policy

All sales for training events are final. Refunds are only allowed in limited circumstances, as identified below. Before purchasing a training class or workshop, please carefully review the terms and conditions below.

COVID-19 Cancellation Policy

For classes or workshops, any individual who has tested positive for COVID-19 within fourteen (14) days of a registered class or workshop may cancel and request a refund or credit for a future class. To receive a credit or refund, you must cancel before the class date, attest to the fact of your positive test result, and provide supporting documentation for your positive test result.

CurlyWorld will not be responsible for travel expenses or any other expenses incurred by you or anyone else related to the training event or in connection with a positive COVID-19 test.

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Cancelled, Postponed, Rescheduled, and Moved Events

Occasionally, classes or workshops are cancelled, postponed, or rescheduled to a different date or a different time.

If the event is cancelled: We will issue a refund to the original method of payment used at the time of purchase.

If the event is postponed, rescheduled, or moved: Your reservation(s) will remain valid. We will contact you with an update on the class or workshop, including the new date and an explanation of your options. You may submit a request for a refund.

CurlyWorld will not be responsible for travel expenses or any other expenses incurred by you or anyone else in connection with a canceled, postponed, rescheduled, or moved event.

In-person training events – Reschedule or Cancel

If you need to change your in-person class date, please contact us **at least 30 days** in advance of your reserved class date to give us an opportunity to fill the seat.

You may request to reschedule by emailing us at training@curlyworld.com. If you do not request a change prior to the 30 days or if you do not show up the day of the event, you will not be entitled to a refund and will lose the payment for the class.