

LiveKAYA LLC

Return and Refund Policy

LiveKAYA LLC is sure you will be happy with your order. However, if for any reason you are not satisfied with your product(s), we gladly offer a 30-day, money-back guarantee on all **initial** orders. If you are dissatisfied with any of our product(s) for any reason, you may request a refund from LiveKAYA LLC within **30** days of the purchase date for a full return of the purchase price, minus shipping.

If eligible for a refund, LiveKAYA LLC will credit the original form of payment (less shipping) within 30 days of the product being logged as returned. All volume associated with the sale of the products will be deducted once the refund is issued.

We ship our products in the highest quality packaging to prevent damage; however, if by chance you receive damaged or defective products, please contact Customer Support immediately and we can replace those products at no charge in lieu of a refund. **Please take a picture of the damage as soon as possible to assist in your replacement.** Customer Support will evaluate and instruct you on whether or not returning the product is necessary.

If return shipping is required, all products will be shipped to LiveKAYA LLC prepaid, as we do not accept shipping collect packages. We recommend that you use a shipping method where you can track your package, as risk of loss in shipping is solely borne by the Customer or Brand Partner. If the product is not received by LiveKAYA LLC, it is the responsibility of the Customer or Brand Partner to track the shipment and no credits will be applied until the item is received.

Products that are temperature sensitive or altered will not be accepted. Product tampering on resalable goods, consumables with broken packaging seal, and chocolate products shall not be returnable. If a refund is desired on these products within 30 days, visual evidence must be provided to Customer Support for verification, otherwise your account may be subject to suspension or, in extreme cases, termination.

Ship products to our corporate office at:

LiveKaya LLC

Attn: Returns

300 S Wells Ave, Suite 16 Reno, NV 89502

For our Customers:

If the product was purchased directly from an Independent LiveKAYA LLC Brand Partner, or at an Event or Show, and not directly shipped from LiveKAYA LLC, please contact them for a Refund.

In order to facilitate the return process, the consumer, and/or Brand Partner is required to contact LiveKAYA LLC Customer Support to obtain a Return Merchandise Authorization (RMA) Number. This number, along with the Order Number must be submitted via email. Refunds will be processed once RMA has been received. Please allow 7–10 business days for Refunds to be completed.

For additional information or assistance in processing a return, please contact Customer Support at:

Customer Support:

888-488-KAYA (5292)

email-support@livekaya.com

Corporate Office:

300 S Wells Ave Suite 16

Reno, Nevada 89502