

MOVA99

Customer Service

Return & Refund Policy

Effective Date: January 1, 2026 | Mova99 LLC

IMPORTANT — Read Before Requesting a Refund

Refunds can **ONLY** be processed if we have **NOT** yet placed the order with our supplier. Once an order has been placed and is being processed or has been shipped, we are unable to offer a refund. Contact us immediately at support@mova99.com if you need to cancel.

1. When You **CAN** Get a Refund

- We have **NOT** yet placed your order with our supplier
- You contact us before the order is submitted for fulfillment
- The item arrived damaged, defective, or significantly different from the listing
- The wrong item was delivered to you
- The package was genuinely lost in transit — not delivered after 20 business days

2. When You **CANNOT** Get a Refund

- The order has already been placed with our supplier for fulfillment
- The order has been shipped — we do not issue refunds on shipped orders
- More than 30 days have passed since the delivery date
- The item has been used, worn, washed, or altered in any way
- Original packaging, tags, or labels have been removed
- The item is marked Final Sale or non-returnable
- Underwear, swimwear, or opened beauty products (hygiene reasons)
- Damage caused by the customer after receipt

3. How to Request a Refund

Step 1: Email support@mova99.com immediately — Subject: "Refund Request — Order #[ID]"

Step 2: Include your Order ID, reason, and photos if the item is damaged.

Step 3: Our team reviews within 2 business days.

Step 4: If approved and eligible, refund is issued within 5–10 business days to your original payment method.

4. Refund Details

- Approved refunds go back to your original card
- Original shipping fees (\$2.41) are non-refundable
- Partial refunds may be issued for items in less-than-original condition

5. Damaged or Incorrect Items

Contact support@mov99.com immediately with photos and your Order ID. We will resolve this regardless of order status — sending a replacement or issuing a refund for items that are genuinely defective or incorrectly sent.

6. Order Cancellation

To cancel, email support@mov99.com immediately after placing your order. If we have not yet submitted the order to our supplier, we can cancel and refund you in full.