

MOVA99

Help Center

Support Center & FAQ

Orders & Payments

Q: How do I place an order?

Browse products, select your color and size, add to cart, and checkout. We accept Visa, Mastercard, Amex, and Discover via our secure checkout.

Q: Can I cancel my order?

Yes — but ONLY if we have not yet placed the order with our supplier. Contact support@mova99.com immediately after placing your order. Once the order has been submitted for fulfillment, it cannot be cancelled.

Q: Is my payment secure?

Yes. All payments are processed through our secure, industry-certified payment processor. Mova99 LLC never stores your card details.

Shipping & Delivery

Q: How long does shipping take?

4–9 business days after 1–3 days of processing. Total: 5–12 business days from order date. Shipping costs \$2.41.

Q: Do you ship internationally?

Mova99 LLC ships exclusively within the United States.

Q: I entered the wrong address — what do I do?

Contact us at support@mova99.com WITHIN 2 HOURS of placing your order. After 2 hours, we cannot guarantee an address change.

Q: How do I track my order?

Log into your account, go to My Orders, and click your order for real-time tracking. You also receive a tracking email when it ships.

Returns & Refunds

Q: When can I get a refund?

Only if we have NOT yet placed the order with our supplier. Once the order has been submitted or shipped, we do not offer refunds except for damaged, defective, or wrong items. Contact support@mova99.com

immediately.

Q: When will I receive my refund?

Once approved, refunds process within 5–10 business days to your original payment method.

Referral Program

Q: How do I get my referral code?

Log in and go to Settings — your code is displayed there.

Q: When is my referral code applied?

The referral code must be entered at sign-up. It cannot be applied after registration.

Q: How do I receive my referral commission?

Contact us at support@mov99.com at the end of each week to request your commission payout. We will verify your referral activity and process your payment.

Q: Can I see my referral earnings?

Referral statistics and earnings are managed by Mova99 LLC. Contact us at support@mov99.com to inquire about your balance.

Support is available 24/7, Sunday to Saturday. Email support@mov99.com anytime.