

MOVA99

Help Center

Purchase Protection

Every eligible purchase on Mova99 is backed by our Purchase Protection Program.

What is Covered

Protection Type	Coverage
Order Not Yet Placed	Full refund if you contact us before we submit to supplier
Item Not Received	Full refund if not delivered within 20 business days
Item Not As Described	Full refund or replacement if item significantly differs from listing
Damaged on Arrival	Full refund or replacement with photo evidence
Wrong Item Sent	Full refund or correct item reshipped at no cost

Limitation on Shipped Orders

We do not issue refunds for orders that have already been shipped. Once an order leaves our supply network, it is in transit and cannot be recalled. Exceptions apply only for damaged, defective, or wrong items received.

Eligibility Requirements

- Purchase made through the official Mova99 website
- Payment completed successfully
- Dispute filed within 30 days of expected delivery date
- Issue reported with valid Order ID and supporting evidence

How to File a Claim

Email support@mova99.com with subject: "Purchase Protection Claim — Order #[ID]". Include Order ID, description, and photos. We review within 2–3 business days and refund within 5–7 business days if approved.
