

****Q: What is the return policy at Bravenly Global?***

A: Bravenly Global offers a 30-day satisfaction guarantee on personal use orders for Brand Partners, Retail Customers, and Ambassadors. Products must be returned in original packaging with the original invoice.

****Q: Do the 30 days for returns include holidays and weekends?***

A: Yes, the 30 days include holidays and non-business days.

****Q: Can I return a product more than once?***

A: No, a product can only be returned once for a refund. Exceptions are only made for manufacturer defects.

****Q: Can I return a part of a bundle?***

A: No, you have to return all the products within the purchased bundle for a refund.

****Q: How are refunds for bundles processed?***

A: After receiving all products from the bundle, you will receive a 90% refund of the bundle's purchase price, minus shipping costs.

****Q: How do I cancel my Easy-Ship?***

A: Log in to your back office and navigate to your Easy-Ship profile. Click "Cancel Profile" and then "YES" to cancel.

****Q: Can I edit my Easy-Ship orders?***

A: Yes, you can edit your orders up until the day before they process.

****Q: What is the policy on returns for Easy-Ship orders?***

A: Returns of Easy-Ship orders are subject to a 90% refund of the purchase price minus shipping costs.

****Q: What happens if I terminate my Brand Partner relationship with Bravenly Global?***

A: You can return inventory that is in "currently marketable condition" for a refund of not less than 90% of your original net cost, less appropriate set-offs and legal claims.

****Q: Can I get a refund for my annual renewal fee as a Brand Partner?***

A: Yes, but the request must be made within five business days from the date of your renewal.

****Q: How do I initiate a return?***

A: You'll need to obtain a Refund Request Form (RRF) from Bravenly Global and include it in your return package or email it to support@bravenlyglobal.com.

****Q: How long does it take for a refund to be processed?***

A: A refund will be processed within 10 business days following the receipt of an authorized return.

****Q: What is a chargeback, and how does Bravenly Global handle them?***

A: A chargeback is a reversal of a credit/debit card charge. Accounts with chargebacks will be suspended until the amount is returned to Bravenly Global, plus any chargeback fees.

****Q: Are there any additional fees for returns?***

A: A ten percent (10%) administrative fee shall be charged for authorized returns. The refund amount shall be ninety percent (90%) of the original net purchase price.