

TrūAura

Return Policy

Product Satisfaction Guarantee:

TrūAura offers retail customers a money-back satisfaction guarantee (less a 10% re-stocking fee, shipping and handling charges, and applicable taxes) on all of its products for a period of 30 days after the date of sale. Products shipped directly to the customer by the Company must be returned to the Company and a refund will be issued to the customer by the Company. Products delivered to the customer by a Consultant must be returned to the selling Consultant, and it shall be the responsibility of the Consultant to issue the refund to his/her customer. Please note: Products purchased as a set or bundle must be returned as a set or bundle. There will be no partial refunds on individual products sold in set or bundle. Products purchased as part of a set or bundle that are returned individually will be discarded and no refund will be processed.

Customers must call the Business Center for authorization in order to return any product(s).

Returns must be sent directly with a copy of the sales receipt to Sku2u, ATTN: TrūAura Returns, 14401 Sovereign Rd #101, Fort Worth, TX 76155. The expenses of returning items to TrūAura will not be refunded.

Additionally, you may CANCEL an order, without any penalty or obligation, within THREE BUSINESS DAYS from the order date (five (5) business days for Alaska residents and fifteen (15) days for residents of North Dakota who are age 65 or over). If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within TEN (10) BUSINESS DAYS following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within twenty (20) days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract. To cancel an order after it is placed please mail, email, or deliver a signed and dated copy of a cancellation notice to: TrūAura, ATTN: Orders, 4145 Belt Line Road, STE 212-352, Addison, TX 75001 or at businesscenter@TruAuraBeauty.com