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SPECIAL OFFER RELATED TERMS & CONDITIONS

WEBSITE TERMS OF USE

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Thank you for visiting the Luminess Air (the "Company") website. Please review the following terms of use that govern the purchase and use from this site. The use of this site constitutes acceptance of the following terms as outlined below:

TRADEMARKS & COPYRIGHT

The Luminess Air website along with all content including all graphics, images, text, copy and icons that are service marks, trademarks and trade dress of the Company may not be used in connection with any product or service that is not offered by the Company in any manner that is likely to create confusion with customers or vendors in any way, shape or form that discredits, mimics or emulates the Company. All content on this site are protected under U.S. copyright laws. All content, including graphics, icons, text, images are the property of Luminess Direct LLC. Any duplication, reproduction of any content from this website or from our packaging including the photographic use of our products, trademarks, logos, literature without the prior written approval of the Company is strictly prohibited.

COLOR REPRESENTATION OF PRODUCT

Luminess Air has made a reasonable effort to emulate the shade of the products; however, the accuracy of color reproduction that you see on your screen or the print will depend on the color accuracy and calibration of your viewing medium and we cannot guarantee that all colors will be represented with full accuracy.

GUARANTEE

Try the Luminess Air or Luminess Tan Airbrush system for a complete 30 days starting the day it is delivered. If you are not completely satisfied with the results then return the product for a refund of purchase price and security deposit(installment customers) less paid S/H/P and initial trial cost before the 30 day period ends for all orders (including installment and full pay). Please review the Return policy for additional information. If you find the foundation shades received to be too light or too dark then you may contact the Luminess Care department for assistance by calling 1-888-793-7474.

Try the Gel Haute Polish Kit for a complete 30 days starting the day it is delivered. If you are not completely satisfied with the results then return the product for a refund of purchase price less paid 20% restocking fee. Please contact the Luminess Care department for further assistance by calling 1-877-384-0396.

MANUFACTURER'S WARRANTY

Standard manufacturers warranty covers the parts and labor for 1 year from the date of purchase. Product must be assembled and used as per the directions provided in product instruction guide and introduction DVD as found in original package. CUSTOMER MUST ONLY USE LUMINESS AIR COSMETICS IN AIRBRUSH SYSTEM AND LUMINESS TANNING SOLUTION IN AIRBRUSH TANNING SYSTEM. The use of any products other than Luminess Air Airbrush cosmetics or tanning solution will void manufacturers warranty. Follow cleaning and maintenance instructions as provided in instruction guide and DVD; failure to maintain proper cleaning practices could result in the product working incorrectly and or cause failure of product which will not be covered under manufacturers warranty. Any modification to the Luminess Air airbrush system may also result in the termination of manufacturers warranty.

If the product does not function properly, refer to your user's guide. If failure can not be rectified, then contact our Luminess Tan™ Customer Care department during our business hours and one of our representatives will gladly assist you in troubleshooting. In the event that product can not be rectified by our agent, then we will provide user with replacement authorization instructions on how to send product to Luminess Direct

LLC for replacement or repair. Customer is responsible for all shipping and handling costs associated with warranty repair or replacement. Include a copy of original packing list and a detailed letter explaining any trouble you may be experiencing when returning items to us for warranty issues. All returned items for replacement must be sent to our third party fulfillment processor at:

Luminess Direct LLC
12802 Capricorn
Stafford, TX 77477

Warranty covers correction, replacement, or refurbishing original product to a proper working condition and matching the level of aesthetic wear as product delivered to us for warranty replacement.

The extended warranty, if purchased, covers the Luminess Air PC and BC compressor and airbrush only for a period starting from the date of purchase to the complete term. Warranty covers correction, replacement, or refurbishing original product to a proper working condition and matching the level of aesthetic wear as product delivered to us for warranty replacement; damage caused by misuse or use of cosmetics other than Luminess Air may void warranty.

RETURN POLICY and 30-DAY MONEY BACK GUARANTEE POLICY

(live-chat-with-heather.aspx)

You will need to obtain a Return Authorization (RA#) Number by calling us at 1-888-793-7474. Product qualified for return authorization will be issued an RA#. Mark this number on the package when returning. ALL RETURNS ARE VERIFIED FOR RA#. Any package missing a RA# will be refused and returned to sender at sender's expense or assessed a 25% restocking fee. A returned package must be received in our return processing facility within ten business days after RA# was issued. Packages containing expired RA#s may be refused and returned to sender at sender's expense. RA approved Merchandise received seven (7) days past RA expiration date will be subjected to a 25% re-stocking fee of full purchase price. RETURNS RECEIVED FOURTEEN (14) DAYS AFTER THE RA# EXPIRATION DATE WILL BE REFUSED AND RETURNED AT SENDER'S EXPENSE WITHOUT ANY REFUND. Refunds are issued after product is received and inspected. Refunds are not issued at time of issuance of return authorization.

DO NOT RETURN PRODUCT WITHOUT A RETURN AUTHORIZATION NUMBER. This number can be obtained by contacting our Customer Service Team at 1-888-793-7474 from Monday to Friday during business hours of 8:30 AM to 5:30 PM Central time.

IMPORTANT-ADDITIONAL RETURN TERMS AND CONDITIONS

- All items must be returned in their original packaging along with all accessories, parts, and instruction manuals/DVD(s) that were shipped with your original order.
- Returns received without original packaging will be charged minimum of \$25 restocking fee per unit.
- Luminess Air® assumes no responsibility for merchandise damaged by carrier transporting and delivering returned merchandise.
- Returns received with damaged merchandise may be denied refund and customer may be held responsible to pay full value of product if balance exists on account for merchandise.
- Returns with missing parts will be charged a return fee for each component missing or not returned. Incomplete returns may result in additional billing.
- RETURN PERIOD: Your 30-day in-home trial period starts from the day your product is delivered (as per shipping carrier records). Customers are eligible to receive a return number for return during this 30 day trial only.
- A Return Authorization number must be obtained in the 30-day return period as mentioned above.
- Returns must be received at our facility within 10 days of when the Return Authorization number is generated and given to you by phone.
- The initial trial, shipping, handling and processing costs are non-refundable.
- You will be responsible for paying all return shipping costs to deliver product to our facility. Always use a trackable means of return shipment. We are not responsible for packages lost while in transit for return.
- Allow 4-8 weeks for refund to appear on your credit card statement.
- A 30 day trial order becomes a final sale which is non-returnable and non-refundable once the 30 day in-home trial expires; and any future balance becomes payable as agreed at the time of order.
- Makeup and Tanning solution are non-returnable. We do not accept returns of cosmetics unless product other than what was ordered is delivered. Sales of cosmetics are final.
- All sales final on all Black Friday, Cyber Monday, New Year, Valentine's, Beauty & Holiday Sale specials. Limit one per person.
- All sales final on TODAY show specials and offers. Limit one per person. Changes will only be accepted 7 days after receiving your products.
- All Sales final on promotional and discounted items

Send all returns via a shipping method (UPS/FedEx/USPS Priority Mail) that can be tracked with a proof of delivery or confirmation. Insurance is recommended. Send to:

LUMINESS AIR AND LUMINESS TAN – 30 DAY TRIAL RETURNS

RA# _____

12802 Capricorn

Stafford, TX 77477

Along with your return, please be sure to include the following:

1. Your order number, Return Authorization number, your complete name, address, phone number and e-mail address along with the original packing slip.
2. Please write Return Authorization number on package. If it is received and it does not meet our return policy, we will not issue you a refund and the package may be returned to you at your cost.

PRO PACKAGE RETURN POLICY

All Pro Package (The Stylist, The Expert, and The Studio) refunds will be less paid shipping and handling and a 20% restocking fee.

MAKEUP CLUB/TAN CLUB

It is extremely easy to fashion Makeup Club deliveries of your Luminess Air cosmetics around your needs. Get shipments of makeup as you desire (live chat with heather.aspx) or when you want it by contacting one of our representatives at 1-877-749-5777.

The Luminess Air Club and Tan Club offers the convenience of having refills of your Luminess Tan tanning solution delivered to your doorstep in a timely and automatic manner. You will receive your two shades/bottles as often as agreed; product will be delivered to your address. All you pay is \$39.95 + S/H/P per month or as agreed. Delivery cycles can be changed at any time by contacting Luminess Care at 1-877-749-5777.

Makeup and Tanning solution are non-returnable. We do not accept returns of cosmetics unless product other than what was ordered is delivered. Sales of cosmetics are final.

PAYMENT INFORMATION

We accept payment by MasterCard, Visa, Discover and American Express. Any credit card information provided will be used to pay current and future due balance(s). Payment may also be made by using your debit card, check or money order. Check by phone payments must be made for the full purchase price plus any applicable S&H (plus additional amounts for accessories). If you wish to send a cashier check, money order or check payment, please make payment payable to:

Luminess Direct LLC
PO Box 2655
Stafford, Texas 77477-2655

Check by phone payments will be processed within seven (7) days of purchase date. Trial offers are not allowed under this mode of payment; however, all purchases are still offered 30-day money back guarantee privileges. A one-time Electronic Fund Payment of full price plus any applicable S&H can be made over the phone with the customer's verbal authorization. Please allow up to twenty-one (21) business days for payment approval on check by phone orders.

Checks are accepted only upon the condition that customer agrees that if any check is returned unpaid, Luminess Air™ may then debit customer's checking account for that amount of the check, plus a processing fee (and any other applicable fee), as permitted by state law. NSF transactions will be charged an additional \$25 NSF fee on every additional attempt to clear funds. All checks and E-Checks transactions are processed electronically.

FUEL SURCHARGE

An additional fuel surcharge may be added to your shipping and handling if needed without any notification. Fuel surcharge will equal an additional 5% of the shipping & handling portion of your order.

ORDER DELIVERY TIME

All orders with standard shipping are shipped between 2-6 weeks** after receiving order (start order date). Start Order dates are calculated from the first weekday after order is called in or ordered via website. Orders with optional Rush shipping are shipped within 7-10 business days. Consumers can expect an average of 2-10 days to receive delivery after order is shipped from our facility.

Contact us if you have not received your product within the respective applicable delivery time.

*These are estimated good faith dates and may vary in accordance with the volume of orders and volume of product being shipped. Regular shipping is 2-6 weeks. These regular shipping weeks may vary during "high volume days" such as holidays by up to two weeks earlier or two weeks later than estimated.

REFUSED DELIVERY

Customers will be responsible for all charges associated with shipping and handling plus a minimum 25% re-stocking fee if order is refused.

REFUND POLICY

Initial 30-day trial cost plus S/H/P charges are not refundable. Applicable refunds on authorized returned product will be processed within 30 days of receiving returns. Allow 4-8 weeks for return to appear on your credit card statement. (If you do not see your return amount appear on your statement after up to 8 weeks, contact us IMMEDIATELY at 1-888-793-7474 before calling your credit card company as this will expedite claims). Partial or no refunds may apply if product is received incomplete or returned after RA# allowable date. Customer who originally paid by check by phone or by electronic check withdrawal will be issued a refund check within four (4) weeks of our receiving and approval of return.

Customer must be able to provide P.O.D. (proof of delivery) that returned product was actually received by our returns facility in the circumstance that no refund was issued because we were unable to verify that the return was ever received at our facility. (live-chat-with-heather.aspx)

COLLECTION FEES AND GENERAL PAYMENT ITEMS

We are not responsible for any overdraft fees from your bank or credit card company. Customer is responsible for all collection and attorney fees in the event unpaid balance has to be collected by a third-party collection service. Notify us immediately if your credit card information changes, especially if you are on a payment program with a future outstanding balance. Balance can be transferred or sold to third-party factor or financial institution.

MULTI-PAYMENT TERMS

Customers opting to pay with our multi-payment method will be billed in the following manner: Trial offer charge fee and S/H/P will be charged at the time of order. Any additional accessories, rush shipping fees, and additional product will also be billed immediately along with the trial and s/h fees. All 30 day trial orders are subject to a one installment fully refundable security deposit (min \$59.99) at the time of shipment which is applied to the full balance when final payment is due. Customer will be automatically billed first installment after 30 days from ship date and then subsequent installments in 30 day increments until full balance is paid-off in full. The security deposit will be applied towards 1 agreed upon installment. Number of installments and installment amount will depend on agreed offer and acceptance of additional accessories and or continuity programs if applicable. Each agreed upon installment will be assessed a \$2.95 processing fee. If any scheduled payment is missed or declined, we will be emailing and calling the customers on the contact details provided at the time of order placement. The customer will additionally be responsible for a late payment charge of \$ 20.00, and all collection fees, including without limitation, attorneys fees that may result.

INTERNATIONAL ORDERS

A 30 day money back guarantee offer is available to USA and Canada customers only. All international sales are considered final and cannot be returned. Cancellation of packages which have already been shipped is not allowed. Refused packages will result in restocking fees and both sending and returning shipping/handling/ processing charges. International packages will be assessed international delivery fees and person in shipping information will be responsible for paying any applicable tariff/duty as we do not collect such charges before shipping product. All international orders are shipped within 3 business days of receiving the order and delivery may be delayed due to customs and local government laws for importing good are applicable. Rush delivery may be subject to availability.

COLLECTION FEES AND GENERAL PAYMENT ITEMS

Customer is responsible for all collection related and attorney fees. Late payment fee of \$29.00 per missed or declined installment may apply for processing fees and a finance charge of 1 and 1/2% per month interest fee will apply. Notify us immediately if your credit card information changes, especially if you are on a payment program with a future outstanding balance. Balance can be transferred or sold to third party factor or financial institution. Multi-payment customers with declined electronic or credit card payments may incur late payment fees of \$29 per payment due, interest, collection and attorney fees. Luminess Direct LLC is not responsible for NSF or overdraft bank fees from customer's bank. A 25% non-refundable restocking fee will be levied on all refused packages.

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📞 SIGN UP FOR SMS OFFERS ▶


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 (<https://www.youtube.com/luminessair>)

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 (<https://plus.google.com/105098266423283206540>)

 (<https://www.linkedin.com/company/luminess-air>)



(<https://itunes.apple.com/us/app/luminess-air/id867170332?mt=8&uo=4>)



(<https://play.google.com/store/apps/details?id=com.luminessair>)

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(<http://www.luminessair.com/live-chat-with-heather.aspx>)



(<http://blog.luminessair.com/>)



(<https://www.luminessair.com/howtovideos.aspx>)



(<http://www.luminessair.com/Heather-makeup-Quickies.aspx>)

QUICK SHOP Airbrush Makeup as seen on tv (TVOffer/airbrush-makeup-system.aspx) Airbrush Makeup System (TVOffer/) Airbrush Makeup Machine (airbrush-makeup-system.aspx)
Airbrush Makeup Kits (products/airbrush-systems) Airbrush Foundation Machine (TVOffer/airbrush-makeup-system.aspx) Airbrush Foundations (products/airbrush-foundations/silk)

Airbrush Cosmetics (products/face) Airbrush Moisturizer (products/face/moisturizer) Skin Brightening Glow (products/face/glow) Airbrush Makeup Essentials (products/face/airbrush-essentials)
Airbrush Blush (products/face/airbrush-blush) Airbrush Bronzer (products/face/bronzers) Airbrush Eye Makeup (products/eyes)

Airbrush Eyeshadows (products/eyes/eyeshadows) Airbrush Concealers (products/face/airbrush-concealers) Liquid Concealers (products/face/liquid-concealers)
Spray-On Cosmetics (/AirSupremacy) Airbrush Tanning Kit (products/tanning/tanning-products/tanning-kit-with-extender-cream?PID=3224)

Airbrush Tanning Products (products/tanning/tanning-products) Airbrush Makeup Accessories (products/accessories/airbrush-parts)

LEARNING CENTER Help & Support Videos (howtovideos.aspx)

FAQ (<https://www.luminessair.com/help/faqs.aspx>)

Color Match (colormatch.aspx)

Airbrush Makeup Reviews (luminess-air-reviews.aspx) Live Chat with Heather (live-chat-with-heather.aspx)

CUSTOMER CARE Terms & Conditions (<http://www.luminessair.com/termsconditions.aspx>) Privacy Policy (privacypolicy.aspx)

Contact Us (contactus.aspx)

Warranty (<http://www.luminessair.com/TVOffer/WarrantyForm.aspx>)



(<http://www.shopperapproved.com/reviews/luminess>)
LuminessAir.com has a Shopper Approved rating of 4.5/5 based on 22000 ratings and reviews
(<http://www.shopperapproved.com/certificates/luminessair.com/>)

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