

Refund Policy

You may request a refund of any amounts charged by contacting customer service at support@LIVlabs.com. If for any reason you are not completely satisfied with any LIVLabs or LivLabs Canada products purchased directly from LIVLabs.com via our website, you may request a refund within 30 days from the date of purchase for a full refund or exchange. Refunds and exchanges will be made to the credit card with which the product was purchased. You will need the following to make your request for refund:

- Proof of Purchase
- Unused portion of the product or empty product containers

Your refund includes only the cost of the product. It does not include the costs of shipping. Before any product is returned to LIVLabs or LivLabs Canada, the promoter or customer must contact customer support to obtain a Return Merchandise Authorization (“RMA”) number. Any packaged received without this information on the outside of the box may be refused, and may result in a refund not issuing.

Auto Ship Cancellation

Please email to cancel or modify your auto ship at any time at support@LIVLabs.com without penalty. You can also modify or cancel your order at anytime your portal at myLIVLabs.com. By selecting the "auto-ship" option on our order form, you are giving LivLabs, LLC (doing business as LIVLabs) or LivLabs Canada authorization to submit paperwork on your behalf to the manufacturer to enroll you in the automatic shipping program. The manufacturer (LIVLabs) will ship your products directly to you. You are also authorizing LivLabs, LLC (doing business as LIVLabs) or LivLabs Canada (doing business as LiveLabs Canada) to charge your credit card for the products you have ordered on a monthly basis.

You may cancel at any time without obligation and without penalty by emailing Support@LIVLabs.com or canceling the order on the LIVLabs portal. All auto ship cancellations must be performed or delivered to LIVLabs within 3 business days of the next shipment to guarantee cancellation of that shipment.