

Zumba Fitness, LLC Return Policy

General Information

Zumba Fitness, LLC accepts returns for any reason of all merchandise (excluding accessories, 12 pack tees and gift cards) purchased on the official website zumba.com, within 30 days of the original order delivery date and provides a full refund in the amount of the merchandise purchase price, if conditions are met. Accessories are considered to be any items, other than DVD sets and product bundles, that cannot be worn as tops, bottoms, or footwear, including, but not limited to bracelets, headbands, Toning Sticks, Zumba Rizers™, socks, and flip flops. Free return shipping of one single package will be provided by us for each order. Returns must be postmarked and mailed within 30 days of the original order delivery date. We will not provide exchanges of any non-defective merchandise.

Final sale items are not returnable. Final sale items are all discounted items, or bundles purchased during the days of our annual promotional campaigns. Campaigns include, but are not limited to: Love Flash Sale, Summer Sale, Black Friday, BOGO's or any Bundle days.

Eligible Returns

To receive a full refund of the purchase price, the returned item(s) (excluding accessories, 12 pack tees and gift cards) must be postmarked within 30 days of the original order delivery date and mailed to us and must meet the conditions listed herein. Our packaged DVD sets (e.g., the Zumba® Exhilarate™ Body Shaping System DVD collection) and product bundles are returnable only if all original contents (e.g., all DVDs, Exhilarate™ DVD collection program guide and two Toning Sticks) are returned in their original packaging. Zumba® Wear Bundles can be returned as a whole, partial returns on bundles cannot be accepted. For all other purchases, merchandise must be returned in its original packaging or in perfect condition. In order for a product to be in perfect condition, it must be unworn, unwashed, and have no traces of hair, deodorant, makeup, or distinctive smells and include original tags, if applicable. Item(s) returned due to possible defects, are subject to verification. If the returned item(s) does not meet any of the above mentioned criteria or is determined to not be defective, it is not eligible for a refund. We will send an email within 30 days to the email address provided on the original order with the option of returning the product(s) at the customer's expense.

Free Return Shipping*

The prepaid return shipping label we provide is the only free shipping service available from us. If an alternate shipping method is chosen to return merchandise, this is at the customer's own expense. It is the customer's responsibility to obtain the correct mailing address and retain proper tracking information. A free shipping label is available for shipping addresses (obtained from the original order) residing in the following locations: Continental USA, Hawaii and Alaska. Please keep in mind military addresses and all other locations not indicated previously are not eligible for the free return label. Military address returns are eligible for a refund of the return shipping cost. Please contact Customer Care for further details on military address returns. Customers have 30 days from the date of delivery to place any returns in the mail. Original shipping and handling charges are nonrefundable. Please note that only one free shipping return label will be issued per order. Additional returns for the same order are at the customer's expense and follow the same terms listed previously. We reserve the right to limit returns and are not responsible for any return packages not received.

Refunds

Purchases not made directly on zumba.com are not eligible for a refund. This includes third party purchases, which are not limited to but include purchases made at the Zumba® Instructor Convention, any trade shows, purchases from a Zumba Education Specialist (ZES™) or other distributors, retailers or resellers. Returns from third parties will not be processed by us and must be addressed in accordance with the return policies of the third-party vendor. If the order was purchased from us using a credit card, a refund will be issued to the account used for that particular purchase. If the order was purchased using a Zumba Gift Card, a refund will be issued in the form of a replacement gift card. If your order was purchased using a combination of credit card and Zumba Gift Card, a refund will be issued to the credit card up to the amount paid via credit card and any additional amount will be refunded in the form of a replacement gift card. For any of the following reasons, refunds will be processed by physical check sent to your address on file: credit card number no longer valid, credit card number changed since the time of the original purchase, or if the transaction is more than six months old. All refunds will be processed within 30 days of our receipt of the return.

Denied Returns

If the returned item is deemed to not meet the abovementioned criteria, we will contact the customer by email within 30 days of our receipt of the return. At which time, the customer will have the option to the shipping cost to mail the item(s) back or forfeit the item(s). Instructions will be provided in the email on how to pay the shipping cost. After 30 days of no response to our initial email, the return will be automatically deemed as forfeited. Packages will be shipped to the original shipping address on the order unless otherwise provided. It is the responsibility of the customer to be available for receipt of the returned package. In the event that the customer is not available, the package may be left at the destination address at the discretion of the shipping carrier. By using our return shipping label you are thereby agreeing with the aforementioned policy. *

*Only applicable orders placed within the United States.