

Zumba Fitness, LLC Return Policy

General Information

Zumba Fitness, LLC accepts returns for any reason of all merchandise (excluding accessories or 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. With the exception of the Zumba® Exhilarate Body Shaping System DVD collection, accessories are considered to be any items that cannot be worn as tops, bottoms, or footwear, including but not limited to bracelets, headbands, Toning Sticks, socks, and flip flops. Free return shipping of one single package will be provided by Zumba Fitness, LLC for each order. Returns must be postmarked and mailed within 30 days of the original order delivery date. Zumba Fitness, LLC will not provide exchanges of any non-defective merchandise.

Eligible Returns

To receive a full refund of the purchase price, the returned item(s) (excluding accessories or gift cards) must be postmarked within 30 days of the original order delivery date and mailed to Zumba Fitness, LLC, and must meet the conditions listed. Our packaged Exhilarate DVD set (the Zumba® Exhilarate Body Shaping System DVD collection) is returnable only if all original contents (all DVDs, Exhilarate™ DVD collection program guide and two Toning Sticks) are returned in its original packaging. 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. Item(s) returned due to possible defect 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. The Zumba Home Office 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 pre-paid return shipping label provided through the returns process on zumba.com is the only free shipping service available from Zumba Fitness, LLC. 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 label. Customers have 30 days from the date of delivery to place any returns in the mail. Original shipping and handling charges are non-refundable. 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. Zumba Fitness, LLC reserves the right to limit returns and is 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 retailers/resellers. Returns from third parties must be addressed in accordance to their return policies and will not be processed through zumba.com. If the order was purchased 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 in the 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. All refunds will be processed within 30 days of receipt of the return by Zumba Fitness, LLC.

Denied Returns

If the returned item is deemed to not meet the above-mentioned criteria, the customer will be contacted via email within 30 days of receipt of the return by Zumba Fitness, LLC. At which time, they will have the option to pay \$8.50 (this amount is the standard rate and may change) for 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 generating a return label you are hereby agreeing with the aforementioned policy. To complete your return label, please [click here](#).