

Zumba Fitness, LLC Return Policy

General Information

Zumba Fitness, LLC accepts returns for any reason of all regular-priced merchandise (excluding accessories) purchased on the official website, zumba.com within 30 days of the delivery date and provides a full refund of the purchase price, if conditions are met. Accessories are any items that cannot be worn as tops, pants or shoes. Free return shipping of one single package will be provided by Zumba Fitness, LLC for each order of regular-priced merchandise, and must be used within 30 days of the delivery date of the order. Zumba Fitness, LLC will not provide exchanges of any merchandise.

Eligible Returns

To receive a full refund of the purchase price, you must return your regular-priced item(s) (excluding accessories) within 30 days of the delivery date to Zumba Fitness, LLC, and must meet the following conditions: for the Zumba® Fitness *Exhilarate*™ DVD collection, all original contents (seven DVDs, *Exhilarate*™ DVD collection program guide and two Toning Sticks) must be returned. For all other regular-priced purchases, merchandise must be returned in its original package, unopened, or in perfect condition. In order for the product to be in perfect condition, it must be unworn, unwashed, and have no traces of hair, deodorant, makeup, or distinctive smells. If your returned item does not meet this criteria, is not within the 30 day window as stated, or is determined to be not defective, it is not eligible for a refund. The Zumba Home Office will send an email within 30 days to the email address you provided with the option of returning the product(s) at your 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 you choose to ship a return package via an alternate shipping service, you may do so at your own expense. Free return shipping is only available for shipments within the U.S. (international shipments are not eligible) and must be used within 30 days of the order's delivery date. Original shipping and handling charges are not refundable. Please note that only one free shipping return label will be issued per order. If additional returns must be made, the customer becomes responsible for shipping costs. 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 means third-party purchases are not eligible for a refund. Third-party purchases include, but are not limited to, purchases made at the Zumba Instructor Convention, any trade shows, and/or purchases from Zumba Education Specialists (ZESs) or other resellers. Those types of purchases are not eligible. If the order was made using a credit card, a refund will be issued to the account used for that particular purchase. A refund of the purchase price will be issued within 30 days of receiving the returned regular-priced item(s).

If you agree with the policy above, and would like to return your regular-priced merchandise, please [click here](#).

*Defective orders are subject to verification. If order is deemed not defective, you will be held financially responsible for any return shipping costs.