



VIDAMONTI REFUND POLICY

When you return an item, your refund and how your refund is issued may differ based on the condition of the item, how long you've had the item and how the item was purchased.

Issuing Refunds on VidaMonti

You can choose your preferred refund method when returning an item by making a request online on VidaMonti.

If you're receiving a refund after we have received your item, it may take additional 3-5 business days to fully process your return and issue your refund.

Payment Method	Refund Method	Refund Time (Once Refund Is Processed)
Credit Card	Credit Card	3-5 business days
Credit Card	Gift Card	Immediate
Debit Card	Debit Card	Up to 10 business days
Checking Account	Checking Account	Up to 10 business days
VidaMonti Gift Card	Gift Card Balance	Immediate
Promotional Certificate	No Refund Issued	N/A
Credit Card & VidaMonti Gift Card	Gift Card Balance or both	Reference times above for details
Pre-paid Credit Cards	Pre-paid Credit Card	Refund time depends on the issuer, and can take up to 30 days
Shop with Shopping Credits	Shopping Credit Balance	Up to 5 business days

Note: If you requested refund to your pre-paid card and you no longer have the physical card due to some reasons, the card details are still stored within your account. It can be used toward future purchases on the account it's stored in.

If your original order was placed using the VidaMonti currency converter, the refund will be issued in your local currency and will be calculated with the same rate used when you placed your order.

Gift Returns: VidaMonti Gift Cards are digital products that mean the refunds occur digitally on VidaMonti.com depending on how it has been processed by the buyer.

Instant Refunds & Refund without Return

In some cases, you may be offered an "Instant refund" option to allow you to use your refund without waiting for your return to process. Instant Refunds are either issued to your credit card or as a VidaMonti Gift Card balance. Refunds issued to card issuers will require an additional 3-5 business days processing time by those institutions. You'll still need to return your items within 30 days.



VidaMonti may determine that a refund can be issued without requiring a return. If you aren't required to mail your item back for a refund, you will be notified in your VidaMonti Buyer Account or by a Customer Service Associate.

Partial Refunds or Restocking Fees

Return request	Restocking fee
The buyer changes their mind* (accidental order, better price available, no longer needed/wanted) about a purchase and returns an item in the original condition within the return window.	Yes. Up to 18% of item's price.
The buyer returns an item in the original condition more than 15 days past the return window. The 15 days allow for return transportation from the buyer to the seller.	Yes. Up to 18% of item's price.
The buyer refuses delivery due to visible damage incurred during shipping or caused by the carrier.	No. The seller pays for return shipping but may file a claim with the carrier or insurance company, if insurance was purchased.
The buyer receives damaged or defective item.	No. The seller can file a claim with the carrier or insurance company, if insurance was purchased.
The buyer changes their mind* about a purchase and returns a non-media item within the return window, but the seller receives the item damaged or materially different than how it was originally shipped to the buyer.	Yes. Up to 45% of item's price.
The buyer returns an item they received materially different from what they ordered.	No.
Any other reason not listed here.	Refer to VidaMonti Return Policy.

*For most items the return window is 30 days after delivery.

Note: Tax on restocking fees may apply to return items that were shipped and sold by VidaMonti for customers in CT, MD, NV, PA, VA, WV, and WI. Some products have additional conditions that may apply. For more information, go to VidaMonti Return Policy.