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NEWS RELEASE

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Fashion Retailer Settles \$1.75 Million Consumer Protection Lawsuit

Los Angeles County District Attorney Jackie Lacey announced today that Fashion Nova, Inc., has settled a \$1.75 million consumer protection lawsuit alleging the company failed to ship items in accordance with California law and properly notify consumers of shipping delays.

The civil complaint was filed today in Alameda County Superior Court by the District Attorneys of Los Angeles, Alameda, Napa and Sonoma counties. Alameda County Superior Court Judge Tara Desautels approved the settlement in case 19047462.

The complaint alleges that Fashion Nova repeatedly violated state laws by failing to ship items to California consumers within 30 days of their orders, at least until April 2018, and did not provide adequate shipping delay notices. The complaint also alleges that Fashion Nova failed to adequately disclose its return policy on its website.

In California, orders placed over the Internet generally must be shipped within 30 days. If the company fails to do so, consumers must either be given a refund or receive a written notice about the delay. The content of these notices is regulated by statute and must include the expected duration of the delay and an offer for a refund upon request.

Fashion Nova, based in Vernon, CA, is a retailer that operates in the “fast fashion” industry. “Fast fashion” refers to clothing that moves rapidly from fashion shows or popular culture to mass production and retail sale. A majority of Fashion Nova’s sales take place online on its website, fashionnova.com.

Under the terms of the settlement, Fashion Nova has agreed to pay \$250,000 in restitution to its customers and further ordered to pay \$1.5 million in costs, penalties and other remedial payments. They also have agreed to make changes to their business practices. The company cooperated fully in the investigation and did not admit wrongdoing.

Assistant Head Deputy District Attorney Hoon Chun and Deputy District Attorneys Jessie McGrath and Seza Mikikian of the Consumer Protection Division prosecuted the case.

[About the Los Angeles County District Attorney's Office](#)

Los Angeles County District Attorney Jackie Lacey leads the largest local prosecutorial office in the nation. Her staff of nearly 1,000 attorneys, 300 investigators and 800 support staff members is dedicated to protecting our community through the fair and ethical pursuit of justice and the safeguarding of crime victims' rights.