* Refund Eligibility:
  + We offer refunds within 14 days of purchase.
  + To be eligible for a refund, the product must be unused, in its original packaging, and in the same condition as when received.
* Non-Refundable/Non-Returnable Items:
  + Certain items are non-refundable and non-returnable, including personalized products, perishable goods, non-sterile cosmetics, and damaged items. Please note, we are not responsible for allergic reactions as they are unforseeable.
* Return Shipping:
  + The customer is responsible for return shipping costs, except in cases where the return is due to our error or a defective product.
* Exchanges:
  + We offer exchanges within 14 days of purchase. If you wish to exchange an item for a different product at a discounted rate, please contact us for assistance. Please note, once cosmetics are open, they are no longer sterile thus ineligible for product exchange rather a pro rated purchase of a new product.

Damaged or Defective Products:

* + In the event that you receive a damaged or defective product, please contact us within 14 days of purchase. We will provide instructions for returning the item, and a replacement will be sent to you free of charge.
* Policy Modifications:
  + We reserve the right to modify this refund/return policy at any time without prior notice. Any changes will be effective immediately upon posting the updated policy on our website.