



## SHIPPING POLICY

### SHIPPING METHODS AND CHARGES

Mikiya Skin Essentials is only fulfilling domestic orders within the United States. Orders are generally shipped within two business days (excluding weekends and holidays). A packing slip is included in each shipment. It contains the order number, name, product name, price, and the amount and method of payment. We encourage customers to keep the packing slips for personal accounting records. Package tracking is available through most major carriers.

### SHIPPING DISCREPANCIES

When you receive an order, you should check the products against the packing-slip to make certain there is no discrepancy or damage. Please notify Mikiya Skin Essentials of any shipping discrepancies or damage as soon as possible. Failure to notify Mikiya Skin Essentials of any shipping discrepancy or damage within five business days of receipt of shipment will forfeit your right to request a correction.

The Return Merchandise Authorization (RMA) number is required for the processing of all shipping discrepancies, damage claims, and returns. If the RMA number is not included, or visible on the outside of the package/box, Mikiya Skin Essentials will not process shipping discrepancies, issue credits/refunds, or replace damaged products. An RMA number can be obtained by contacting Customer Service at: [returns@mikiyaskinessentials.com](mailto:returns@mikiyaskinessentials.com).

To correct any problem, you may have encountered with your shipment, please contact us at [returns@mikiyaskinessentials.com](mailto:returns@mikiyaskinessentials.com). We will reply within 48 business hours to discuss the steps to resolve the matter and if necessary, issue a Return Merchandise Authorization (RMA) number.