



## RETURN POLICY

Mikiya Skin Essentials products may be returned under the following circumstances:

- Any **unopened** product **within 30 days** after shipment for a full refund in the same method of payment of the purchase price and applicable sales tax (less shipping charges).
- Any **opened** product **within 30 days** after shipment for a credit issued in the form of a Mikiya Skin Essentials e-gift card for the purchase price and applicable sales tax (less shipping charges). The credit applied for opened products will be based on the percentage of the product returned. For example, if you return 50% of a product, then an e-gift card credit of 50% (less shipping charges and a 10% handling fee) will be issued to you no less than 3 business days from the date the return is received by Mikiya Skin Essentials.
- **Unopened and opened returns must be returned in its original container/packaging** and packaged properly to prevent damage or further damage to a product during transit. If unopened returns arrive damaged, Mikiya reserves the right to refuse refund or credit.

**\*SOAP that has been used are not eligible for refund.**

**\*Promotional, sale items and gift cards are non-refundable.**

### RETURN GUIDELINES

- The return must have a Return Merchandise Authorization number (RMA), which can be obtained by emailing Customer Service at [returns@mikiyaskinessentials.com](mailto:returns@mikiyaskinessentials.com). The RMA number must be written clearly & legibly on the outside of each package, or the shipment will be returned to the Sender.
- All returns must be shipped & prepaid to Mikiya Skin Essentials unless we issue the customer a return pre-paid label **at our discretion. COD (Cash On Delivery) packages are not accepted**. Return address and instructions will be provided to the customer by Mikiya Skin Essentials Customer Service.
- It is the responsibility of the customer to track return shipments to ensure that Mikiya Skin Essentials receives the return. Mikiya Skin Essentials is not liable for items lost or damaged in transit, and we encourage the use of traceable mail (UPS, FEDEX, etc.).
- No refund will be made for subsequent returns of the same product, except when the product is physically damaged.
- The customer or member who made the purchase from Mikiya Skin Essentials must be the party to return the products.
- Mikiya Skin Essentials reserves the right to review each return or exchange on a case-by-case basis.