

## REFUND AND RETURNS POLICY

### RETURNS:

Our returns policy is limited to 7 days from receipt of goods purchased. If a period of more than 7 days has elapsed, we unfortunately cannot offer you a refund or exchange.

In order to be eligible for a return, the item must be unused and returned in the same condition in which it was received. The item must also be in its original packaging. The packaging should in no way have been tampered with.

To complete your return, the receipt or proof of purchase is required.

There are certain instances where only partial refunds may be granted (if applicable). Such instances may include:

\*Obvious signs of use;

\*An item not in its original condition;

\*An item that is damaged or missing parts for reasons not due to any error on our part;

\*Any item that is returned more than 7 days after delivery.

### Refunds (if applicable)

Once your return is received and inspected, we will email you a confirmation of receipt of your item. Thereafter, you will be notified of the approval or rejection of your refund.

In the instance that the return is approved, your refund will be processed. A credit will automatically be applied to your credit card or original method of payment, within 7 days.

### Late or missing refunds (if applicable)

Should there be a delay of greater than 7 days in receiving your refund, please contact your bank / credit card company as there may be delays in posting the refund from the bank / credit card company.

Should all of these steps have been completed, and your refund remains outstanding, please contact us at [online@laserderm.co.za](mailto:online@laserderm.co.za)

### Sale items (if applicable)

Only regular (full) price items may be refunded. Sale items / items on 'special offer' do not qualify for refunds.

### Exchanges (if applicable)

Items will only be considered for replacement if they are defective or damaged. Should an item need to be exchanged for an identical product, please send us an email at [online@laserderm.co.za](mailto:online@laserderm.co.za) and send your item to: Laserderm Illovo, 35 Ferguson Rd, Illovo, 2196, Johannesburg, GAUTENG.

## Shipping

To return your product, please courier to: Laserderm Illovo, 35 Ferguson Rd, Illovo, 2196, Johannesburg.

The returnee is responsible for paying the courier / shipping costs for returning the item to Laserderm. Courier / shipping costs are non-refundable. Should you receive a refund, the cost of return courier / shipping will be deducted from your refund.

Depending on where the item is being couriered / shipped to, the time it may take for your exchanged product to reach you may vary (major centres vs. out of town destinations).

Should the value of the item(s) being returned exceed R500, it is recommended that a traceable / trackable shipping service be used. Alternatively, we recommend purchasing shipping insurance. We do not guarantee that we will receive your returned item.