

THERABEAUTIC

BEAUTY & AESTHETICS CLINIC

DELIVERY INFORMATION

Please note we are currently shipping to UK and ROI

Orders over £50 will receive free postage and packaging

We aim to deliver your products to you within 5-7 working days. Instore collection for any amount purchased is free. Please select this option at checkout.

Delayed or Lost Parcels:

We cannot class a parcel lost unless at least 15 working days have passed. If you haven't received your parcel within 5-7 working days, please email us so we can

Orders will be delivered by Royal Mail and a tracking reference will be provided once your order has been posted. This will be emailed to you along with your order confirmation.

If you are not home to receive your parcel it will be returned to your local Post Office and you will get a notice from them to arrange collection.

Please note that last online orders before Christmas will be on or before the 17th December 2019. Orders placed after this date might be delayed and may only be shipped in early January.

Ordered incorrectly or received an incorrect order:

We try our very best to ensure your experience with us is a positive one. It is very rare that a mistake is made with an order, but this does happen please email us and we will rectify this mistake as soon as possible with no cost to yourself.

If you have ordered an item incorrectly, please email us and we will direct you as to how to send the incorrect item back to us, so we can refund you and you can purchase the correct product. We only accept unopened, unused and undamaged products back for refunds.

Damaged Items:

We trust in our delivery service to deliver your goods in an acceptable state. Please email us if this is not the case so we can rectify this. Package damaging can sometimes occur but this might not affect the actual product.