



Returns Policy

At Therabeautic we want you to be delighted every time you shop with us. Occasionally though, we know you may want to return items.

We offer a 100% money back guarantee on Products returned for any reason. We'll gladly accept returns for any Dermalogica products purchased from Therabeautic and will issue a full refund upon receiving your items within 30 days of the PURCHASE date. **Please note: you will need to return any free promotional items as well to receive a full refund.**

Delivery and return postage charges are non-refundable.

Should you have a skin response to your product please contact us directly.

Please contact Therabeautic via email within 48hr should you have any discrepancies with your order. All returns must be pre-approved by Therabeautic before items are returned.

Email: **info@therabeauticonline.co.uk**

Please follow the simple instructions below:

1. Once returns are approved, please pack your items and return to
Therabeautic (Returns)
58-60 High Street
Potters Bar
EN6 5AB
UK
2. You may be asked to upload any photos of the products or skin response
3. You will be asked to provide your full name, date of purchase and date of when skin response occurred.
4. If our product is faulty or damaged we will ask for the product serial number too
5. Our customer service team aim to be in contact within 5-7 working days with further instructions. Therabeautic does not send out boxes, envelopes, jiffy bags or any other packaging material for customers to return items.
6. We also recommend you get adequate insurance for your return in case lost in the post Please use original or similar packaging where possible
7. If we don't hear from you within 30 days of initial contact we will cancel the return

CANCELLING ORDERS

Once you have completed and paid for your order at checkout it cannot be cancelled within the same transaction. If you would like to cancel your order before it is shipped, please email us promptly. The order will not be posted, and a refund will be issued within 7 working days. If the order has been shipped, please return promptly and a refund will be issued as soon as we receive the items back.