

Refund policy

Beauty Below is confident that you will love everything you purchase. All sales are final unless otherwise approved by Beauty Below. We are unable to process returns or exchanges unless the product is defective, or we have made an error. If you receive a product that is damaged in transit or not exactly what you ordered, we will replace the product, provided you submit a ticket with customerservice@beautybelowmd.com within 7 days of receipt. Be sure to include a picture of the product(s) were delivered to you and your order number in your email.

This return policy is applicable to items purchased only at www.BeautyBelowMD.com. We are not affiliated with or responsible for the return policy of other retailers, including those online and offline.

Any items you wish to return that were not purchased via www.BeautyBelowMD.com must be returned to the retailer from which you originally purchased them. Any questions about another retailer's return policy should be directed to the retailer from where you originally purchased.

We are unable to accept returns from other retailers and the return policy found at www.BeautyBelowMD.com will not be applicable to items purchased from other retailers. Customers receive a competitors' product as a replacement (as mentioned above) only if they originally purchased via www.BeautyBelowMD.com.

To complete your return, we require a receipt or proof of purchase.

Additional non-returnable items:

- Gift cards
- Downloadable software products
- Any item not in its original condition is damaged or missing parts for reasons not due to our error

- Any item that is returned more than 30 days after delivery

Late or missing refunds (if applicable):

If you haven't received a refund yet, first check your bank account, then contact your credit card company, it may take some time before your refund is officially posted.

Next, contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at customerservice@BeautyBelowMD.com.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and they will find out about your return.

Shipping

To return your product, you should mail your product to 13016 Eastfield Rd. Ste 200 Huntersville, NC 28078.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are shipping an item over \$50, you should consider using a trackable shipping service or purchasing shipping insurance. We cannot guarantee that we will receive your returned item.