



SHIPPING & RETURNS

Whilst we hope your experience with AstridSkin is a happy one, we understand that there may be reasons from time to time when you would like to return an order. In this case, please review the requirements and steps below in order for us to best help you.

1. You must register your return with us within 7 days of receipt of your order
2. To register a return for refund or replacement, you must first send an email to info@astridskin.co.za stating your Order number, reason for return and type of action to be taken – e.g. refund or replacement. One of our team will then be happy to guide you through the process
3. Returned items must be in original condition, as shipped, and unopened in its original product packaging. If you feel an item has been damaged when shipped to you, please include images of the damage in your email to us.
4. Unfortunately, items purchased under sale or via discount code or coupons do not qualify for returns.
5. Returned items must include a copy of the order invoice and packing list.
6. You are responsible for ensuring that returned items are packed safely. You may wish to use the same packaging that we used to send the order to you. You must ensure returned packages are sent by a tracked courier service. Return shipping costs are your responsibility. However, AstridSkin may consider refunding shipping costs upon successful processing of the return. We highly recommend customers add insurance when returning orders.
7. Once we receive your returned item/s our team will contact you to notify you of receipt and will inspect and evaluate the case. We will notify you of the approval or rejection of your return within 3 working days or receipt.

- a. Refunds - if approved, your refund will be processed, and a credit will automatically be applied via the original method of payment or bank EFT. Standard bank processing times will apply.
- b. Exchanges - unfortunately we can *only replace* items that are damaged or defective. An identical replacement can be requested, or an item of the same or higher value, with payment for any balance required before exchanges will be processed.

Return address:

Astrid Collective (Pty) LTD (Returns)
31 Arundel Close
West Beach
Cape Town
Western Cape
7449