



Return/Exchange Policy

To be eligible for a refund, return, or exchange, the following conditions must be met:

- The request must be made within 7 working days of the original purchase date.
- The item must be unused, in the same condition as when received, and in its original packaging.
- Proof of purchase, such as a receipt or order confirmation, is required.

No refunds are accepted on personalised items and custom labels unless if the error was from us.

Refunds

Refunds will be issued to the original payment method used during the purchase.

After receiving and inspecting the returned item, we will notify you via email of the approval or rejection of your refund.

If approved, the refund will be processed, and the funds will be credited to your account within a specified timeframe. Please remember it can take some time for your bank or credit card company to process and post the refund too.

Partial Refunds

In some cases, partial refunds may be granted if the returned item does not meet the eligibility criteria. This includes items that are damaged or missing parts not due to our error.

Exchanges

No exchanges are accepted on personalised items and custom labels unless if the error was from us.

To start a return, send an email with your return request to admin@nofilterskincarezbylee.co.za. If your return is accepted, we'll send you instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

Shipping Costs for Exchanges

Customers are responsible for the cost of returning items unless if the items were defective or if the error was from us

Shipping costs are non-refundable unless the return is due to an error on our part.

If you are returning an item, we recommend using a trackable shipping service



Contact Us

If you have any questions or concerns about our Refunds Policy, please contact us admin@nofilterskincarezbylee.co.za.

Changes to this Policy

We reserve the right to modify or update this Refunds Policy at any time. Any changes will be posted on our website, and the revised policy will be effective immediately upon posting.

Last Updated

This Refunds Policy was last updated on 07/10/2024.

By shopping with No Filter Skincarez by Lee, you agree to abide by the terms and conditions outlined in this Refunds Policy. We value your satisfaction and strive to provide the best possible service for our valued customers.