

# REFUND POLICY

**Effective Date:** February 26, 2026

**Last Updated:** February 26, 2026

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## 1. Overview

At **K-Dream Skin**, customer satisfaction is important to us. Due to the nature of skincare and cosmetic products, we maintain strict hygiene and safety standards.

Please review our refund and return guidelines carefully before making a purchase.

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## 2. Eligibility for Returns

We may accept returns only if all of the following conditions are met:

- The item is **unused**
- The item is **unopened**
- The item is in its **original packaging**
- The return request is submitted within **7 days of delivery**
- Proof of purchase is provided

We reserve the right to deny returns that do not meet these conditions.

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## 3. Non-Returnable Items

For safety and hygiene reasons, we do not accept returns on:

- Opened skincare or cosmetic products
  - Used products
  - Products damaged due to misuse
  - Final sale or promotional items
  - Gift cards
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#### 4. Damaged or Incorrect Items

If you receive a damaged or incorrect product:

- Contact us within **48 hours of delivery**
- Provide clear photos of:
  - The product
  - The packaging
  - The shipping label

After verification, we may:

- Offer a replacement
- Issue a partial or full refund
- Provide store credit

Resolution will be determined at our discretion.

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#### 5. Refund Processing

Approved refunds will be processed to the original payment method.

Please allow:

- 5–10 business days for processing
- Additional time depending on your bank or payment provider

Shipping fees are non-refundable unless the error was caused by us.

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#### 6. Order Cancellations

Orders may only be canceled if they have not yet been processed or shipped.

Once an order has shipped, it cannot be canceled.

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#### 7. Allergic Reactions & Skin Sensitivity

We are not responsible for allergic reactions, irritation, or skin sensitivity.

Customers are responsible for:

- Reviewing ingredient lists
- Performing patch tests before full application

Results may vary depending on skin type.

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## 8. Contact Information

For return or refund inquiries, please contact:

 [kdreamskin.korean@gmail.com](mailto:kdreamskin.korean@gmail.com)

 <https://k-dreamskin.com>