

## **Return Policy**

At K-dream Skin welcomes returns for **unopened, sealed, and unused** products for a full refund (Minus shipping) to your original method of payment within **15 days** after purchase. We will **NOT** accept returns **after 15 days** of purchase.

### **When making a return, please refer to the following rules:**

1. Items must be in **original packaging/box, sealed, unopened**, and **unused**. We will **NOT** accept returns for opened or used products.
2. K-Dream Skin **charges \$8.00 flat rate shipping on returns**. Upon receipt of your returned package, we'll deduct the return shipping fee of \$8.00 from your return order refund value.
3. Original shipping fees are **non-refundable** once tracking information is generated.
4. In the case of a **defective/damaged** product or **allergic reaction**, please contact us via email or chat. Please be ready to provide evidence of allergic reaction or defective product(s). Our team will need to conduct an investigation so processing times might vary.
5. Returns have to be made **within 15 days** of purchase
6. Some exceptions apply. Please refer to the product descriptions to see which items are final sale.

## **Exchange Policy**

We do not offer exchanges right now. Please refer to our return policy.

## **How to Return**

Please send an email to [kdreamskin.korean@gmail.com](mailto:kdreamskin.korean@gmail.com) and request a return including your order number.

We will review your return request. If your approve request is approved, we will send you a return label.

## **Zero Tolerance for Fraud**

There is zero tolerance for fraud. If a customer is suspected of fraud, Kiyoko reserve the right to deny service.

This includes but not limited to: - Blocking an email from making any future purchases. - Blocking orders that deliver to a specific address. - Not fulfilling order until customer can provide non-fraudent evidence. - Reporting fraud behavior to your local bank/credit union.