

## Frequently Asked Questions

- Where does K-Dream Skin Ship?

We currently ship to all locations in the **United States** and **Mexico**

- How Long does Shipping Cost, and how long does it takes?

United States all states

Condition	Transit Time	Price
Under \$80 USD	4-8 Business Days	\$6.99USD
Over \$80 USD	4-8 Business Days	FREE

Mexico

Condicion	Tiempo de entrega	Precio
Menos de \$100 USD	10-15 Dias habiles	\$32.44 USD
Mas de \$100 USD	10-15 Dias habiles	Gratis

**Continued...**

- Will I receive email confirmation?

Yes! You will receive an email with your order confirmation shortly after you place your order. Please allow 10-15 minutes for the email to come in.

- How can I track my order?

Once we ship your order, you will receive a confirmation email that your order has been shipped. In that email, there will be a tracking number. You can track your order via the courier's built in tracking notifications.

- Can I modify my order?

After you've placed your order, you cannot modify your order (ie add new products to the order).

If you've made a mistake on your delivery address, email us [kdreamskin.korean@gmail.com](mailto:kdreamskin.korean@gmail.com) **immediately**, as once it's shipped, we cannot modify it in any way.

- Can I cancel my order?

You can cancel your order as long as your order has not been fulfilled (shipped). To cancel your order, email us at [kdreamskin.korean@gmail.com](mailto:kdreamskin.korean@gmail.com) **immediately**. Please note that cancelling an order is a manual process for us, and we can't guarantee that we'll be able to cancel your order in time before it gets packaged and shipped.

After it has been shipped, we are unable to cancel the order.

**Continued...**

- **Can I return my order?**

K-Dream Skin welcomes you to return unopened products for a full refund to your original method of payment if returned **within 15 days of purchase.**

We will not to accept returns after **15 days of purchase.**

Refer to our [return policy](#) for more details.