

Kolured Beauty Return Policy

Returns, Exchanges & Refunds

Thank you for choosing Kolured Beauty! We hope you are completely satisfied with your purchase.

- Due to sanitary and health reasons, **we do not accept returns, exchanges, or offer refunds.**
- Once an order is placed or pre-ordered, it cannot be canceled or returned.
- After an order has been shipped, **no returns or exchanges** are permitted.

Damaged or Defective Items

We take great care in ensuring your items arrive in perfect condition. If your order arrives damaged or defective, here's how we can assist:

1. **Inspect your order upon delivery.**
 - If you notice any damage, retain the original box, packaging materials, and all contents.
 - Contact us within **72 hours of delivery** at **customercare@koluredbeauty.com**. Include:
 - Photos and/or videos of the damaged or defective items.
 - Your order number.
 - Upon evaluation, we may issue a store credit or re-ship the item(s).
2. **Defective items:**
 - If you discover a defect, email **customercare@koluredbeauty.com** with your order number, a description of the defect, and photos (if possible).
 - We will assess the situation and decide whether to issue store credit or replace the item(s).

For further assistance, don't hesitate to reach out to us at **customercare@koluredbeauty.com**.

Thank you for embracing your grace with Kolured Beauty! 💕