



RETURN/REFUND/EXCHANGE POLICY

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund, store credit, or an exchange. Please see below for more information on our refund and return policy.

RETURNS

All returns must be postmarked within seven (7) days of the purchase date. All returned items must be in new or unused condition, with all original tags and labels attached.

RETURN PROCESS

To return an item, place the item securely in its original packaging along with reason for return, contact information (name, mailing address, email address, phone number) and mail your return to the following address:

Ko' Kontou Beauty Bar

Attn: Returns

5 B Trolley Square

Wilmington, DE 19806

United States

Please note, you will be responsible for all return shipping charges. We strongly suggest that you use a trackable method to mail your return.

REFUNDS

After receiving your return and inspecting the condition of the item we will process your return or exchange. Please allow at least fourteen (14) days from the receipt of your item to process the return or exchange. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you via email when your return has been processed.

EXCEPTIONS

The following items cannot be returned or exchanged:

- Final Sale

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.



PLEASE NOTE

- Performed services can not be returned.
- Damaged or completely used items will not be accepted for returns.

QUESTIONS

If you have any questions concerning our return/refund/exchange policy, please contact us at:

info@kokontoubeautybar.com