

SHIPPING AND RETURNS

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Before you place your order, please be sure to read the following.

WHERE DOES SKINSTITUT SHIP?

skinstitut currently ships to Australia and New Zealand

HOW MUCH DOES SHIPPING COST?

Australia

NSW/QLD/VIC/SA

- \$17.50 orders over \$500
- \$22.50 orders over \$5,000
- \$27.50 orders over \$10,000

WA/TAS/NT:

- \$27.50 orders over \$500
- \$32.50 orders over \$5,000
- \$37.50 orders over \$10,000

New Zealand

- \$70 orders \$1 to \$750
- \$140 orders over \$750
- \$200 orders over \$1250
- Additional \$20 per \$500 orders over \$2000

*An additional Handling fee of \$17.50 will be added to orders below \$500 inclusive of GST.

Skinstitut is not responsible for customs charges and restrictions that vary from country to country and result from the importation or certain products. You remain responsible for all charges and fees incurred. Any customs or import duties are charged once the parcel reaches its destination country. These charges must be paid by the recipient of the parcel.

You take full liability for all postal charges, return shipment costs, customs charges and handling fees should you refuse to accept a parcel due to import duties or taxes.

We will not refund any purchases that have not been accepted at customs.

HOW LONG DOES SHIPPING TAKE?

The below times are estimated delivery times only and both domestic and international orders can be subject to delays due to weather, customs clearances or other unforeseen circumstances.

During our peak sales and promotional activity periods some orders may take a little longer than expected to be picked, packed and shipped to you. If you have any concerns please contact our customer care team.

WITHIN AUSTRALIA

skinstitut orders are delivered via Startrack within 2-5 days all Australian Metropolitan areas. Please allow an additional 1-2 days transit for regional areas. To ensure secure delivery, all parcels must be signed for upon receipt. If you don't

expect to be home during normal business hours, please choose a delivery address where someone will be available to sign for your parcel.

During our peak sales and promotional activity periods some orders may take a little longer than expected to be picked, packed and shipped to you. If you have any concerns over the shipping timeline please contact our customer care team.

INTERNATIONAL

Skinstitut orders are delivered via DHL Standard within 10-14 business days worldwide. Your parcel is shipped with DHL postal service, however when your parcel arrives into your country it is handed over to your local postal provider for delivery. Please allow for an additional 1-2 days customs clearance to some countries.

Please note that DHL will only deliver to PO Boxes in Oman, Qatar, Saudi Arabia and UAE.

TRACKING YOUR ORDER

Your order will be processed within 1-2 days at skinstitut headquarters. Our delivery partners Australia Post or DHL will collect your order and you will receive a confirmation email with a tracking number as soon as your package ships.

If you are unable to locate your tracking number, or if you have any questions about your shipped order please reach out to our customer care team at sales@skinstitut.com.au and we will assist you with your enquiry.

OTHER IMPORTANT INFORMATION

Discount and coupon codes do not apply to shipping costs.

skinstitut will not be liable for delayed or lost shipment.

skinstitut will not be liable for delays in delivery due to incorrect customer information provided during checkout.

You are responsible to have someone at the delivery address to sign for and accept the delivery. skinstitut will not be liable for any cost for re-delivery attempts. This cost will be passed on to you if the delivery address is unattended at the time of delivery, or if incorrect details are provided during the checkout process.

RETURNS & REFUNDS

We want you to be completely satisfied with your purchase and pride ourselves for developing products of the highest quality. We will be happy to offer you a replacement or refund if the product is faulty, received in error or differs dramatically from the description supplied by skinstitut.

Please note that we do not refund for change of mind, lack of expertise for use of product or differences in personal opinion.

We may accept returns for other reasons at our discretion.

If you would like to contact us regarding a return or refund please email sales@skinstitut.com.au. Returned goods should be in original condition and include all original packaging.

Shipping and handling costs are non-refundable. Any goods returned are your responsibility until they reach our warehouse. Please ensure you package your return to prevent any damage to the goods or boxes. We are not responsible for any goods that are returned to us in error. We recommend you use a postal service that insures you for the value of the goods you are returning.

Faulty items will undergo an inspection process by our product development team and you will be contacted within 48 hours with a resolution. If the goods are deemed faulty, we will replace or refund the product free of additional freight charges.

skinstitut does not take responsibility for the costs involved with returning faulty goods. However, if the goods are deemed faulty after assessment, postage costs will be refunded thereafter. Please include original postal receipt in return parcel.

Our returns policy only covers the items purchased from skinstitut. We do not accept returns on products not purchased directly from skinstitut. Please contact the original seller if you have any problems with goods not purchased directly from skinstitut.

If the item(s) received is not what was ordered please do not open the sealed package in which it was sent. Any attempt to use the incorrect item will be deemed to be acceptance by the you of the item(s) as a satisfactory substitute for the one that was ordered and no further claim can be raised thereafter.

If you are granted a refund we will refund the price paid by you for the goods (exclusive of the initial delivery charge) within thirty (30) days of receiving your original notification that you would like to return the goods.

Refunds will only be made to the original credit card or PayPal account used for purchase.

Please note that we cannot accept returned goods that we reasonably believe have been used. In such circumstances, we will notify you that no refund will be available, and you will be responsible for arranging redelivery within 14 days.

skinstitut owns the title of any extra goods shipped with your order that have been dispatched in error.

There will be no credit given on order price difference, due to price drops or promotions. Promotional codes cannot be applied after an order has been placed.