Katy Carter Aesthetics

Returns Policy

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately, we cannot offer you a refund or exchange.

To be eligible for a return, your item must be unused and sealed in the exact same condition that you received it. This means that the product should be in the same original packaging with original taping.

Please note that our products are not standardised and may, therefore, differ from one batch to another. This is due to: seasonal reasons, the difference in crop or change in supplier. If the reason for return is due to non-standardisation of product, we can issue a refund (if item meets eligibility for a return) for the amount paid for the product itself but not the postage.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Please be aware that we are unable to issue a refund if there are any signs of product being unsealed.

Late or missing refunds

If you have not received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you have done all of this and you still have not received your refund yet, please contact us at katycarterbeauty@mail.com

Sale items

Only regular priced items may be refunded, unfortunately, sale items cannot be refunded.

Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at katycarterbeauty@mail.com and send your item to: Katy Carter Aesthetics, 73 Tangier Road, Baffins, Portsmouth, Hampshire, PO3 6JH.

Shipping

To return your product, you should mail your product to Katy Carter Aesthetics, 73 Tangier Road, Baffins, Portsmouth, Hampshire, PO3 6JH.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over £70, you should consider using a trackable shipping service or purchasing shipping insurance. We cannot guarantee that we will receive your returned item.