



## **SPA MOMENT RETURN POLICY**

Unfortunately, as our products are skin and self care products, we are unable to accept returns due to change of mind, however we gladly accept returns 14 days from the date of purchase under the following circumstances:

### **FAULTY PRODUCT**

If your product is faulty please email us a photo of the product to [info@spamoment.com.au](mailto:info@spamoment.com.au)  
Products must not be used when returned to us.

### **INCORRECT OR DAMAGED ITEM RECEIVED**

If you receive an incorrect item, please email [info@spamoment.com.au](mailto:info@spamoment.com.au) within 48 hours. The product **MUST NOT** be used in any way. If the item is faulty or damaged, please take a photo and email us. Please do not use or dispose of the product.

## **If your return meets the above criteria, here is what to do**

### **1. CONTACT US**

Contact us via email [info@spamoment.com.au](mailto:info@spamoment.com.au). Please contact us before sending the items back to us.

### **2. SEND IT BACK TO US**

If your return has been approved by one of our staff members at Spa Moment then please send the return back to us

### **3. A REFUND OR A RETURN WILL BE SENT TO YOU**

If applicable, we will refund you once we have received your items or will send out any replacement products.

### **EXTRA T&C**

- Items must be in original packaging
- Your receipt must be with the returned item
- We do not reimburse return postal costs unless the item is being returned due to an error of Spa Moment