east ivanhoe
skin & body therapy

RETURNS POLICY

CHANGE OF MIND- Please choose carefully when purchasing to avoid this situation. Returns will not be met to be credited.

REFUNDS- will not be honoured on retail or gift vouchers.

EXCHANGES- will only be available on returned stock if damaged or defective.

If a stock item is to be exchanged for alternative, the packaging and condition must be in Saleable perfect condition.

SKIN REACTIONS- refunds can only be claimed through our skin care brands providers.

A full reaction report with all the information will need to be filled out before the brand can assess your situation.

FAULTY ITEMS

If you believe your item is faulty, you are to notify us within 7 days of receiving of your products.