

## Our Return Promise

As part of our commitment to you, all Perfective Ceuticals purchases are backed by our 100% satisfaction guarantee. If you are not satisfied with any of the products you have purchased at Perfectiveceuticals.com, you may return the item in its original packaging within 30 days of your shipment receipt date. Your satisfaction is our primary goal; please carefully review our return instructions and policy below.

## Return Instructions – 4 Easy Steps to No Hassle Returns

Before shipping your return we recommend that you review our entire return policy below.

1. Obtain your Return Merchandise Authorization number (**RMA#**). Please e-mail us at [contact@perfectiveceuticals.com](mailto:contact@perfectiveceuticals.com).
2. Include all parts, pieces, printed materials, and accessories, along with the product's original packaging.
3. Include a copy of your packing slip and RMA# with your return shipment.
4. Mail your return to the warehouse address as instructed.

Customers pay for return shipment charges. To ensure that we receive the package we do recommend using a method of shipping with tracking and insurance.

## Policy

Obtain an RMA Number and return your product within 30 days of receipt of your order.

- Returned products are subject to inspection by Perfective Ceuticals staff. All parts, pieces, printed materials, promotional items, e.g. gift with purchase and any original product packaging must be returned. Returned products may not be altered, over 30% used, or damaged. Multiple RMA requests for the same products are subject to review by Perfective Ceuticals. We reserve the right to deny multiple refunds on products purchased and returned more than once.
- Returns that do not meet the return policy criteria will not qualify for a refund and may be returned at the customer's expense or destroyed upon request. Refund eligibility is determined once your return is received and inspected. We reserve the right to refuse a refund on any return shipment.
- We are not responsible for return packages that may be lost or damaged in transit. We recommend that you choose a method of shipping with tracking and insurance.

- Please make sure that you qualify before returning your items. If you have any questions or concerns or are unclear as to whether or not you may qualify for a refund, contact Perfective Ceuticals Customer Care at [contact@perfectiveceuticals.com](mailto:contact@perfectiveceuticals.com).
- Customers pay for return shipment charges.

Returns will be processed and approved credits issued within five business days of receipt.