clé de peau
BEAUTÉ

RETURN POLICY

If you are not completely satisfied with your purchase from **cledepeaubeaute.ca**, you may return it within 30 days of the delivery date, and we will provide a full merchandise refund in the original form of payment. Please note, shipping fees are non-refundable. Each item must be returned in its original packaging.

Kindly follow the below steps to return your Clé de Peau Beauté item(s).

1. Fill out and detach the return form below for your returned item(s).

2. Re-pack the item(s) you wish to return in its original packaging and include your return form and order packing slip in your return parcel.

   - Mark the order number on the outside of the box.
   - Be sure to make a note of your tracking number. You may track your return package at https://www.canadapost.ca/cpc/en/home.page using the tracking number on the return label slip.

   Our Shipping Address: Attn: E-commerce Return
   303 Allstate Parkway
   Markham, ON, L3R 5P9

Refunds may take up to 10 business days from the time the return is received in our facility. Please note, that only Clé de Peau Beauté products purchased from **cledepeaubeaute.ca** can be accepted for return. We regret that we cannot make exchanges at this time. Please call 1-866-877-8776 and we would be happy to assist you with a new order.

Please complete and detach the Clé de Peau Beauté Return Form below and include it inside your return package.

Clé de Peau Beauté RETURN FORM

Order #:	Phone #:
Name:	Email Address:

RETURN REASON CODE:

1. Color is different than expected: i.e., lighter, darker, different from previously purchased	2. Did not like scent: too strong, stale, different than previously purchased etc.
3. Issues with product texture, finish, appearance, separation, too liquidly, too thick	4. Difficult to use product/leaking/missing components
5. Does not meet the claim/Results not as expected	6. Damaged package/product
7. Allergic reaction: swelling, redness, skin rash, dryness, pimples, etc.	8. Shipped Wrong Item
9. Ordered Wrong Item	10. Arrived too late
11. Missing Item	12. Change of Mind

REASON (add below the products that are being returned and respective reason code, according with list above):

PRODUCT DESCRIPTION	QTY	REASON CODE