

# Returns/Exchanges Process & Policy

## Unopened/Unused Product Guarantee

If you change your mind or you're not **satisfied** with your purchase, you can return your product/products to Robin's Nest Skincare for a **full refund**. Returns or exchanges must be unused, in the original packaging and in the state that you received them. Returns or exchanges are accepted within **30 days** of your purchase date.

## Partially Used Product Guarantee

We want our customers to be happy with our treatment systems and individual products. If you've tried a product and you're unhappy with the results, we'll share the cost. Simply return the **open/partially** used product within **30 days** of your purchase for a **50 percent refund off your original purchase price, applied as a store credit**. **Refunds will be applied as a store credit only. No credit card or cash refunds. Refunds/store credits don't include a partial refund of original shipping cost.**

\* (See **return/exchange policy** listed below for other rules and restrictions related to both guarantees listed above)

## Return/Exchange Process

To return or exchange an item/items, you must do the following:

- First, you must email us at robin@robinsnestskincare or call us by phone Monday through Friday 9 a.m.-5 p.m. EST, except weekends and holidays, at: (860)488-4464. We'll need your name, account number, email address, phone number and your specific order number related to the items you want to return. **NOTE: This step must be done first, before you ship the product(s) back to us!**
- Once your item/items are approved for return you can proceed.
- Ensure that the items being returned are unopened, unused and in their original "new" condition.
- Pack the item/items in the box you received them in or pack the item/items in a similar shipping box.
- Include all printed material and the Robin's Nest Skincare packing slip.
- Return/include any promotional/free items you received with your purchase.
- Print your original order number on the box and ship the item/items you'd like to return or exchange to:

Robin's Nest Skincare  
427 Long Mountain Rd.  
New Milford, Ct 06776

## Return/Exchange Policy

- Shipping cost on all returns are the responsibility of the user/purchaser. We suggest you use a major shipping service like USPS, UPS or FEDEX. We also recommend you buy shipping insurance that matches the value of your purchase. We're not responsible for returns that are lost or damaged when returned to us.
- All Items in our Return/Exchange process must be complete for your return to be eligible for an exchange or refund. We reserve the right to refuse a whole or partial return on any returned products.

- Refused packages will be accepted for return, but user/purchaser will be billed a \$20 service charge.
- Shipping fees are refundable, only if Robin's Nest Skincare shipped you a wrong item or the item was physically damaged in shipping to you by our carrier.
- \* **Partially Used Product Guarantee- Items/skincare products that are greater than 50 percent used are ineligible for a partial refund/store credit.** Eligibility for our **Partially Used Product Guarantee** is completely at the discretion of robinsnests skincare.com representatives. We measure returned product/products by weight and by volume. Repeat returns on same items/products or repeat returns from same customer will not be approved for refund. Store credits only on approved returns.

Please allow up to 10 business days for your return to be processed. You'll receive the appropriate adjustment on your credit card as soon as we complete your return.

If you have any questions or concerns, please contact robin@robin snests skincare or call (860)488-4464, Monday through Friday 9 a.m.-5 p.m. EST, except weekends and holidays.