

### How to Return an Item

1. Review the entire Return Policy below.
2. Obtain authorization to return your item by contacting us through [www.hansderma.net](http://www.hansderma.net) or [info@hansderma.net](mailto:info@hansderma.net) (provide your order date, invoice number and reasons why you would like to return)
3. Include all parts, pieces, printed materials, promotional items, and accessories, along with the product's original packaging.
4. Include a copy of your packing slip and return authorization received from us via email.
5. Mail your return within 30 days of purchase to:

Attention: Hansderma, Inc.

Return Department

8061 Florence Ave,

Downey, CA 90240, USA

6. Allow 2 weeks for your return to be processed.
7. **If your invoice date is not within 30 days, your return request won't be accepted.**

### Return Policy

We offer two types of returns, a Replacement or a Refund. Products are eligible for a Replacement of the same item if the original product is damaged, defective, or if you received the wrong product. Products are eligible for a Refund if you decide you don't want the item, it didn't meet your expectations, or if you have had an adverse skin reaction.

You will be responsible for the return shipping costs on Refunds.

Prior authorization is required on all returns. Any returns sent to us without return authorization cannot be accepted.

Returned items are subject to inspection by Hansderma staff. All parts, pieces, printed materials, promotional items, accessories, and any original product packaging must be returned. Returned products may not be altered, over 30% used, or damaged.

Multiple return requests for the same products are subject to review by Hansderma. 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.

We are not responsible for return packages that may be lost or damaged in transit. It is recommended that you choose a method of shipping with tracking and insurance.