RETURN POLICY

Happiness Guarantee Policy

Here at Soulfully Skin we want you to be 100% satisfied with your purchase which is why we offer a happiness guarantee policy! This means that if you are not completely happy with your order, you are welcome to return the products for a refund or store credit providing they are unused and their packaging is intact as originally received.

We require request for return, refund or exchange be made within 30 days of purchase.

Faulty Items

If for any reason your product is faulty or broken, please contact us via email at dcmginger@gmail.com or telephone contact and we may be able to offer troubleshooting options or alternatively arrange an exchange/refund.

Customers are liable for any postage return charges unless we deem the goods to be faulty or broken. Unfortunately we cannot receive any claims after 30 days of you receiving your goods.

Items purchased on sale can not be returned under change of mind/happiness guarantee.

Returns can be made in person at the business address with prior arrangement. Alternatively it can be posted back undamaged and unused in its original packaging to the business address on the website. Return Postage will only be paid if goods are damaged or faulty. Please include a duplicate postage receipt in your parcel to obtain a refund on this.