

RETURN FORM

Full Name

Order Number

Skin Condition Intended to Treat

Reason of Return

Return Condition

To be eligible for a refund, the **device, original packaging, and all accessories** (including the power adapter, user manual, quality certificate and UV-protective glasses) **must be in new, unused, and undamaged condition.**

Please note that a 20% restocking fee applies unless the item is deemed defective.

Original components that are unused, new and packed in the return:

- ☐ Device Unit
- ☐ Power Adapter
- ☐ Protective UV Glasses
- ☐ User Manual
- ☐ Original Product Box
- ☐ Quality Certificate

Is the product box placed inside an additional shipping box or bag for protection during transit?

- ☐ Yes
- ☐ No

The Steps to Initiate the Return

- 1.Ensure the item and all accessories are in the original sealed product box.
- 2.The product box is protected by a separate shipping box or bag for protection during transit.
- 3.Complete the return form. Reply to your order confirmation email with the form attached, along with any additional details you'd like to share.
- 4.Receive return authorization and shipping instructions within 24 hours of your email.
- 5.Ship the product back to us using the provided instructions.
- 6.Once we receive and inspect the return, your refund will be issued to the original payment method within 48 hours.

Return and Refund Policy

- Returns accepted within **14 days of delivery** for a refund or exchange.
- **Due to hygiene and safety reason, opened or used products cannot be returned unless defective.**
- A **20% restocking fee** applies to all returns except defective.
- We will repair, replace, or refund defective items free of charge.

Eligible Returns

- **Sealed & Unused:** The device, original packaging, and all accessories (including user manual and UV-protective glasses) must be in new, unused, and undamaged condition.
- **Defective or Damaged:** Products that arrive defective or damaged may be returned, even if opened, as long as the issue is reported within 14 days.

Ineligible Returns

We are unable to accept returns if:

- The return is **not authorized** in advance
- The request is made **after 14 days** of delivery
- The return is shipped back **more than 5 days** after receiving authorization
- The product is no longer in "new" condition, including:
 - Devices that are damaged
 - Missing or damaged original packaging
 - Missing or damaged accessories
 - Retail packaging with shipping labels or markings applied directly

How to Return

1. Initiate a Return

- Contact our team via email or through our website within 14 days of delivery.
- Complete the return form. Reply to your order confirmation email with the form attached, along with any additional details you'd like to share.

2. Receive Authorization

- We will respond within 24 hours with approval and return instructions.
- Unauthorized returns will not be accepted.

3. Ship Back the Product

- Repack the item with all original components and undamaged, original packaging.
- Place the product box inside a separate shipping box.
- Do not apply labels directly to the product packaging.
- Ship the return within 5 business days of receiving authorization.
- Customers are responsible for return shipping unless the item is defective or damaged.

4. Receive Refund

- Refunds are processed within 48 hours of return inspection.
- We reserve the right to refuse returns showing signs of misuse or wear.
- Please allow 2–3 business days for the refund to appear in your account.
- Returns that do not meet our policy criteria may be declined.

Acknowledgment

By submitting this form, you confirm that the information provided is accurate to the best of your knowledge.

☐ I confirm that the information provided is accurate to the best of my knowledge.