



## **Return Policy**

### **1. Returns & Exchanges**

#### **- Returns I -**

We only accept returns if the item you purchased is defective. If you receive a defective item, please contact us at [info@katielynnbeauty.com](mailto:info@katielynnbeauty.com) within 48 hours of purchase and details of the product and the defect. You can send the item you consider defective to:

***Katie Lynn BEAUTY***

***2800 Kirby Dr. Houston, Tx. 77098 Suite B212***

Upon receipt of the returned product, we will fully examine it and notify you via e-mail, within a reasonable period of time, whether you are entitled to a refund or a replacement as a result of the defect. If you are entitled to a replacement or refund, we will replace the product or refund the purchase price, using the original method of payment.

#### **- Refunds Permitted II -**

We also only accept returns if you can return unopened items in the original packaging within 30 days of your purchase with receipt or proof of purchase. If 30 days or more have passed since your purchase, we cannot offer you a refund or an exchange.

Upon receipt of the returned item, we will fully examine it and notify you via email, within a reasonable period of time, whether you are entitled to a return. If you are entitled to a return, we will refund your purchase price and a credit will automatically be applied to your original method of payment.

Only regular priced items may be refunded. Sale items are non-refundable.

To follow-up on the status of your return, please contact us at [info@katielynnbeauty.com](mailto:info@katielynnbeauty.com).

Upon receipt of the returned product, we will fully examine it and notify you via e-mail, within a reasonable period of time, whether you are entitled to a replacement as a result of the defect. If you are eligible, we will send you a replacement product.

#### ***Shipping Info:***

To return the item you purchased, please mail it to:

***Katie Lynn BEAUTY***

***2800 Kirby Dr. Houston, Tx. 77098 Suite B212***

**\*\*Refunds do not include any shipping and handling charges shown on the packaging slip or invoice. Shipping charges for all returns must be prepaid and insured by you. You are responsible for any loss or damage to hardware during shipment. We do not guarantee that we will receive your returned item. Shipping and handling charges are not refundable. Any amounts refunded will not include the cost of shipping.**

**\* \* Once the tracking number says the package has been delivered we are no longer responsible for your package. If it gets stolen, we do not send a replacement package since this is out of our control. Please send to a safe place. If it sits outside, the creamy products can melt. We do not replace items that melt during shipping or after delivery.**