



The Professionals Choice

Unique Skin Ltd UK & BioPhotas, Inc – Returns Policy **(Consumer - Effective May 2022)**

All Celluma Series devices are classified Class II medical devices and are not resalable as new if used.

- **Celluma devices are not returnable if used. No refund will be given.**
- Unused devices may be returned at the buyer's expense to our facility in Hertfordshire for evaluation (within 14 days of the receipt of the order (on-line orders only). Original shipping fees will not be refunded.
- Unique Skin Ltd are not responsible for product lost, damaged or missing during the shipping returns process. Therefore, we advise using a service that provides tracking and insurance, for the full purchase amount, back to our facility at the following address: **Unique Skin Ltd, Beacon House, Dunhams Lane, Letchworth Garden City, SG6 1BE.**
- Include you name and contact information, including postal address, telephone contact number, email and reason for return.
- Upon receipt of the device a full evaluation will take place. The product/s will fall into one of the 4 categories as follows:
 1. **Unused undamaged**: - examination of the packaging shows that the seal on the box is intact and the outer packaging is not damaged (e.g, scratches, dents, etc..) the product can be returned to Inventory as NEW. A refund will be possible.
 2. **Unused damaged** – examination of the packing shows that the seal on the box is intact but the outer packaging has signs of damage (e.g. scratches, dents etc..), requiring the product to be inspected to make sure the device is undamaged within the box. A 5% fee for restocking will be incurred and this restocking fee will be a reduction in any refund.
 3. **Seal broken, removed or tampered with not used** – the seal has either been broken or removed or an attempt to re-apply it. Inspection of the device shows no evidence of it being used. A 10% fee associated with restocking will be incurred and this restocking fee will be a reduction in any refund.
 4. **Seal broken, removed or tampered with used** – the seal has either been broken, removed or an attempt to re-apply it. If there is evidence of the device being used, the device cannot be returned to inventory as NEW and therefore is classified as “USED” and no refund can be given. Each device has an internal software counter that proves use of device. See first bullet above.

Unique Skin Ltd, Beacon House, Dunhams Lane, Letchworth Garden City, SG6 1BE
- Tel: 01462 481 500