

At Dr. Koo Skin Care, we are committed to providing our customers with exceptional products and care. If you are not absolutely satisfied with your purchase for any reason, we will happily provide a full refund (including tax where applicable) for merchandise returned within **60 days** of your purchase date, issued in the original form of payment. We are sorry, but shipping fees are not refundable. Please fill out the following for your refund:

First Name: _____ **Last Name:** _____

Address: _____

Email: _____ **Phone:** _____

Returned Items:

QTY.	ITEM #	PRODUCT DESCRIPTION	REASON CODE(S)	TOTAL
1: Changed mind		5: Didn't like texture		9: Had reaction (explain below)
2: Received damaged		6: Didn't like color		10: Other (explain below)
3: Didn't like scent		7: Received incorrect item		11: Caused skin breakouts
4: Problem with packaging		8: Received too late		

Comments: _____

To process the credit, please check the appropriate box and fill in the required information. If you pick call me, someone in our Help Center to call you directly to process the credit:

Credit card to apply credit to:

Card type	Card #	EXP	CODE

Call me please to process over the phone at: _____

General Return Process:

Step 1. Fill out the Return/Exchange Form

Step 2. Package the items for return in any box and enclose the completed Return/Exchange Form.

Step 3. Mail your items to:

- Dr. Koo Skin Care Products
- 333 S. Kirkwood Road
- Suite 203
- St. Louis, MO 63122

Please note that you are responsible for shipping costs and the safe return of merchandise.

Step 4. Most returns are processed within 3-5 business days of receipt. You will receive an email confirmation once your return or exchange has been processed.

THANK YOU FOR YOUR CONTINUED TRUST IN OUR PRODUCTS AND SERVICES

