

Returns/Exchanges [Online Purchases]

In the unlikely event that you receive an item that is damaged, incorrect or faulty, or you are not absolutely satisfied with your purchase, we will provide a full refund or exchange (including tax where applicable) for merchandise returned within 60 days of your purchase date. Refunds within 60 days are issued in the original form of payment. After 60 days, products will be exchanged like for like or to the same value.

Note to International Customers: Because duties and taxes are collected by the governing country (and not Balense) we cannot provide a refund for these expenses.

Shipping fees are not refundable. To review our full return policy, please visit www.balenseskin.com.au

CUSTOMER DETAILS

First Name: _____ Last Name: _____

Address: _____

Email: _____ Phone: _____

Order # _____

RETURNED ITEMS

QTY.	ITEM NO.	DESCRIPTION	REASON CODE(S)	TOTAL

<ul style="list-style-type: none">1. Changed mind2. Product damaged, but shipping box OK3. Product and shipping both damaged4. Wrong item was sent5. Product arrived too late6. Didn't like texture7. Didn't like scent8. Didn't like colour9. Caused breakouts	<ul style="list-style-type: none">10. Had reaction (please explain below)11. Pump doesn't work12. Broken seal13. Product leaked14. Other (please explain below) <p>-----</p> <p>-----</p> <p>-----</p>
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GENERAL RETURN PROCESS

1. Fill out return form
2. Package items for return in any secure box and enclose the completed form.
3. Mail item(s) to: **Balense Skin, 4/14 Technology Drive, Arundel Qld 4214, Australia**
4. Most returns are processed within 5-7 business days of receipt. You will receive an email confirmation once your return or exchange has been processed.

For questions, please email info@balenseskin.com.au