



RETURN POLICY

Last updated September 01, 2020

Thank you for your purchase. We always hope that you will be happy with your purchase. However, if you are not completely satisfied with your purchase, you may return it to us for store credit or an exchange. Please see below for more information on our return policy.

RETURNS

All returns must be postmarked within fourteen (14) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

RETURN PROCESS

To return an item, please email customer service at helpdesk.sophistocratbeauty@gmail.com to obtain a Return Merchandise Authorization (RMA) number. After receiving a RMA number, place the item securely in its original packaging and the return form provided, and mail your return to the following address:

Sophistocrat Beauty
Attn: Returns
RMA #
P.O. Box 24
Vallejo, CA 94590
United States

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least seven (7) days from the receipt of your item to process your return or exchange. We will notify you by email when your return has been processed.

EXCEPTIONS

The following items cannot be returned or exchanged:

- Open cosmetics due to customer safety and general hygiene guidelines
- Items not sealed in original packaging
- Empty packaging
- Gift certificates and/or Gift Cards
- Downloadable content (e.g. Tutorials, classes, vendor lists, etc.)

For defective or damaged products, please contact us at the customer service number below to arrange a refund or exchange.

Please Note

- Original shipping costs not refundable
- Return shipping cost will not be reimbursed
- Company will pay return shipping ONLY if Item/Items received are incorrect (Not matching original order)
 - Sophistocrat Beauty is not responsible for lost shipments or Damages due to Shipping/Carrier handling

QUESTIONS

If you have any questions concerning our return policy, please contact us at:

helpdesk.sophistocratbeauty@gmail.com

