

## RETURNS & EXCHANGES

We are committed to providing quality products to our customers. While we hope that you are always satisfied with your KelB-Beauty purchase, we realize there are times that you may need to return a product. If you will need to return your product, please review the information below.

Due to the nature of these products, we do not accept returns on items from an opened shipping box. Once a shipping box is opened, it is not eligible for a return.

An unopened shipping box may be returned within 10 days, but requires a return authorization via our customer support at [sales@kelb-beauty.com](mailto:sales@kelb-beauty.com).

### REFUNDS

- Once we receive your item, we will notify you on the status of your refund.
- Approved refund will be transferred to your original method of payment.
- Please note customer is responsible for the return shipment fee and we do not refund our original shipping cost.

### EXCHANGE

We are happy to exchange any merchandise that is defective, damaged or unused. If you will need to exchange your product, please review the information below.

- We accept exchanges on items purchased on [kelb-beauty.com](http://kelb-beauty.com) only up to 20 days after the original purchase.
- Please email [sales@kelb-beauty.com](mailto:sales@kelb-beauty.com) to get the instructions on how to exchange.
- You will be responsible for the return shipping & handling charges, which will not be refunded.

Please contact customer service with any questions by email at [sales@kelb-beauty.com](mailto:sales@kelb-beauty.com).