**Katy Carter Aesthetics.**

**Returns Policy**

Our Refund Policy applies to all purchases made online at https://www.katycarteraesthetics.co.uk

Our Refund Policy does not exclude or replace your rights given under the British Consumer Law and regulations.

**Change of mind**

1. If you have simply changed your mind, we do not provide refunds. Special consideration will be given in exceptional circumstances however you must be able to provide satisfactory proof of purchase. Further, the merchandise must be:
   * in saleable condition.
   * unused with all original packaging.
   * returned to us with any gift or bonus received with the merchandise (if applicable).
   * not subject to the exclusions listed below.
   * the exchange or refund is sought within 14 days of receiving the purchase.
2. **Katy Carter Aesthetics**, at its absolute discretion, reserves the right not to offer an exchange or refund for change of mind.

**Consumer guarantees**

1. If you believe an item is faulty, you may have rights to a remedy under the British Consumer Law.
2. If there is a major failure with an item, you may choose a refund or exchange. If the failure is minor, we will replace the relevant item within a reasonable time.
3. **Katy Carter Aesthetics** will require satisfactory proof of purchase before providing a remedy under the British Consumer Law. A photo must be provided to the **Katy Carter Aesthetics**team supporting the claim.

**Return tender**

1. Refunds will be given using your original payment method.
2. If the order was returned due to an incorrect address or the package was unclaimed, **Katy Carter Aesthetics** has the right to charge for the product to be re-shipped.

**Gift or bonus with purchase and bundled items**

1. Where merchandise is purchased with a gift or bonus, the gift or bonus must also be returned (unless otherwise stated). If you are unable to return the gift or bonus, or it is not in saleable condition, the value of any available refund will be reduced by the value of the gift or bonus.
2. In the instance of bundle offers, all items within the bundle must also be returned or the value of the unreturned items will be deducted from any available refund.

**Privacy when making a return**

10. **Katy Carter Aesthetics** is committed to protecting your privacy.

11**.** Information collected when returning merchandise will be securely stored for a reasonable period of time. It may be used for fraud protection activities and for the purpose of **Katy Carter Aesthetics** research and analysis. It may be disclosed to state and territory departments upon request, as required by law.

**Sales**

1. If products are on sale they will not be refunded.

**Gift Vouchers**

1. Gift Vouchers cannot be refunded, exchanged, or exchanged for monetary value. All gift vouchers have a 6-month expiry date.

If you wish to make a return under our Refund Policy, please contact hello@katycarteraesthetics.co.uk