

# MOMMY BEAUTY

## MOMMY KNOWS BEST

At Mommy Beauty, we are committed to providing our customers with high-quality products and an excellent shopping experience. However, we understand that there may be situations where a product does not meet your expectations or arrives in an unsatisfactory condition. Our refund policy aims to address such issues fairly and transparently.

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### 1. Eligibility for Full Refund

We offer a full refund under the following conditions:

- **Damaged Product on Arrival:** The product was received in a damaged or defective condition that affects its usability.
- **Return Window:** The product is returned within 3 days of the delivery date, as indicated by the carrier's delivery tracking.

**Please Note:** For a return to be eligible, the product must be returned in its original packaging, with all accessories, tags, and labels intact.

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### 2. Return Process

To ensure a smooth return process, please follow these steps:

#### 1. Notify Us Within 3 Days:

- Contact our Customer Support team within 3 days of receiving the product. You can reach us by phone at +60 19 668 4151 or email at MommyBeautyHQ@gmail.com.
- Provide details of the damage, including photographs of the damaged area and packaging, to help us assess the issue.

#### 2. Wait for Return Authorization:

- Our Customer Support team will review your case.
- So please ensure the product is shipped back to us promptly.

#### 3. Prepare for Return Shipping:

- Pack the product securely in its original packaging with all included accessories, tags, and labels.

- Send the package to our designated return address provided in the authorization email. Customers are responsible for return shipping costs unless otherwise specified by our Customer Support.
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### 3. Refund Processing

Upon receiving the returned product, we will conduct an inspection to verify the damage. If the product qualifies for a full refund, we will process the refund as follows:

- **Refund Method:** Refunds will be issued to the original payment method used at the time of purchase. Please allow 5-10 business days for the refund to reflect on your account, depending on your financial institution's policies.
  - **Non-Refundable Situations:**
    - Products returned without original packaging or missing accessories, tags, or labels.
    - Products returned after the 3-day window.
    - Products that show signs of use or damage not related to the manufacturing or shipping process.
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### 4. Exchanges and Store Credits

In certain cases, if a replacement item is preferred over a refund, please let our Customer Support team know, and they will assist you with the available options.

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### 5. Exceptions to Refund Policy

Our refund policy does not apply to:

- Digital products, software, or downloadable items.
  - Personalized or custom-made items.
  - Clearance or sale items, unless the product was received in damaged condition.
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### 6. Contact Information

If you have any questions or need further assistance with the return process, please reach out to us at +60 19 668 4151.

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By purchasing from Mommy Beauty, you agree to adhere to our refund policy. We thank you for your cooperation and strive to provide the best customer service experience possible.