

SIMON OURIAN M.D.

Shipping and Return  
Policy  
2024

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## **Domestic and international Shipping and Return Policy**

Last Update November 2023

### **ORDERS AND SHIPPING:**

Our orders are delivered via our logistics partner DPD.

Shipping costs:

- **Domestic Shipping:** 2–3 working days, free shipping for order above purchase value 120 €. Below purchase value of 120 €, shipping costs of 10 € apply.
- **Shipping internationally:** Typically 5-8 working days, additional shipping costs may occur and will be stated during checkout process. Orders outside the Ireland may incur additional local import fees and customs duties. All customs duties and importation fees payable are the sole responsibility of the customer and may be due at the time of delivery.

Deviations from the specified delivery time and availability may arise in exceptional cases. Orders outside the Ireland may incur additional local import fees and customs duties. All customs duties and importation fees payable are the sole responsibility of the customer and may be due at the time of delivery.

## **1. ORDER TRACKING**

Once your order has been dispatched, you will receive a confirmation email with a tracking number and a link to track the package. Our logistics partner operates Monday to Friday during normal business hours and will require a signature on delivery. If your package cannot be delivered because you were not at home, the driver will leave a notification card. DPD will try to make the delivery two more times. If after three attempts, a delivery is still unsuccessful, a notification will be left in your mailbox with details of how you can arrange to collect your package from the location indicated on the card. You can also arrange a new delivery date at <https://www.dpd.com>. Our customer service team always know the delivery status and will notify the recipient accordingly. If an item is lost or if it arrives damaged, please notify our customer service team immediately at [concierge@simonourianmd.com](mailto:concierge@simonourianmd.com).

## **2. DELIVERY LOCATIONS**

We ship internationally. For orders outside of the Ireland, additional local import fees and customs duties may apply. All customs duties and importation fees payable are the sole responsibility of the customer and may be due at the time of delivery.

## **3. TAXES AND CUSTOMS DUTIES**

Additional fees may apply for special shipping conditions and in certain countries. For further details, please contact our customer service for such inquiries. All orders outside the Ireland are delivered duty unpaid (DDU). In some countries, additional local import or customs duties apply.

## 4. RETURNS

Refunds are not available for personalised products due to their customised nature. Once an order has been placed, it cannot be cancelled or refunded.

For non-personalised products Beyond Beauty Club offers an unconditional product refund guarantee for a period of fourteen (14) days from the date of receipt of the products. The refund will be made once the returned product has arrived at Beyond Beauty Club and has been processed.

If any product arrives damaged or defective, the customer may request a return within 14 days of receipt to receive a replacement. Proof of the issue may be required before issuing a return or replacement.

If a return is authorised, the customer is responsible for shipping the item back to us in its original packaging and in new, unused condition. Shipping fees are non-refundable. Once the returned item is received and inspected, a replacement will be issued. If no replacement can be sent, the customer is reimbursed the product value.

All returns must be authorised by Beyond Beauty Club. You can contact us via [conierge@simonourianmd.com](mailto:conierge@simonourianmd.com).