

SIMON OURIAN M.D.

Shipping and Return
Policy

2024

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Domestic and international Shipping and Return Policy

Last Update February 2024

ORDERS AND SHIPPING:

Our orders are delivered via our logistics partner DPD or, depending on your location and parcel size, Royal Mail respectively.

Shipping costs:

- **Domestic Shipping:** 2–3 working days, free shipping for order above purchase value £100. Below purchase value of £100, shipping costs of £ 6 apply.
- **Shipping internationally:** 5-8 working days, shipping costs may occur and will be stated during checkout process.

Deviations from the specified delivery time and availability may arise in exceptional cases. Orders outside the UK 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 the order can not be dropped off into your mailbox directly. If your package cannot be delivered because you were not at home, the delivery service will leave a notification. Please reach out to the carrier directly for instructions on how to obtain your delivery.

If an item is lost or if it arrives damaged, please notify our customer service team immediately at concierge@simonourianmd.com.

2. DELIVERY LOCATIONS

We ship internationally. For orders outside of the UK, 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 UK 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 five (5) working days of receipt to receive a replacement . Proof of the issue may be required before issuing a return or replacement. The customer may reach out to customer care via conciierge@simonourianmd.com

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 sent to this address: Farfill E-Commerce Fulfillment Partners Limited, **c/o Beyond Beauty Club**, Unit 2, Canberra House, Rowley Road, Coventry, CV3 4FR United Kingdom.