

SIMON OURIAN M.D.

Shipping & Return
Policy
2024

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Shipping Policy

Last Update June 2024

1. SHIPPING AND DELIVERY CHARGES

Our warehouse will choose the most efficient and expedient shipping carrier tailored to your market.

Shipping expenses for your order are contingent upon your location and purchase quantity and will be presented at the time of checkout.

Additionally, complimentary shipping is available for orders surpassing a specified purchase volume threshold as follows:

Country	Free Shipping above
England, Scotland, Wales	100 £
Germany, Austria, Netherlands, Belgium, France, Spain, Italy, Portugal	120 €
Switzerland	120 CHF
Poland	535 zł
Sweden	1418 kr
Hungary	45 809 Ft
Denmark	895 kr
Czech Republic	2953 Kc
Bulgaria	235 ЛВ

Shipments typically require 1-4 business days for deliveries to countries within the European Economic Area or Switzerland.

However, in exceptional circumstances, deviations from the specified delivery time and availability may occur.

For orders outside of the European Economic Area or Switzerland, additional local import fees and customs duties may apply. It is the sole responsibility of the customer to cover all customs duties and importation fees, which may be due at the time of delivery.

2. ORDER TRACKING

After your order has been shipped, you'll receive a confirmation email containing a tracking number and a link to monitor the package's progress. Please note that our logistics partner operates Monday to Friday during standard business hours and typically requires a signature upon delivery. In the event of a lost or damaged item, please promptly inform our customer service team at concierge@simonourianmd.com.

3. DELIVERY LOCATIONS

We offer international shipping. Orders shipped outside of the European Economic Area or Switzerland are subject to Delivery Duty Unpaid (DDU) terms. This implies that additional local import fees, customs duties, or any other fees related to special shipping conditions may be applicable. All customs duties and importation fees are the sole responsibility of the customer and may be payable upon delivery. For more information, please reach out to our customer service team for assistance with such inquiries.

4. RETURN POLICY

The Customer has the right to withdraw from the contract within 14 days without providing any reason.

The withdrawal period of 14 days begins on one of the following dates:

- a) The date on which the Customer acquires, or a third party other than the carrier and indicated by the Customer acquires, physical possession of the products.
- b) For contracts involving multiple products ordered together but delivered separately: the date on which the customer, or a third party designated by the customer other than the carrier, takes physical possession of the final product
- c) For contracts involving the delivery of a product in multiple shipments or parts: the date on which the customer, or a third party designated by the customer other than the carrier, takes physical possession of the last shipment or part.
- d) For contracts involving regular delivery of products over a defined period: the date on which the customer, or a third party designated by the customer other than the carrier, takes physical possession of the first product

To enact the right to withdraw, the Customer needs to notify SOMD clearly of their decision to cancel the contract. This can be achieved by, for instance, sending an email to concierge@simonourianmd.com. While a model withdrawal form is provided in Annex 1 of the Terms and Conditions, it's not mandatory to use it for notification of withdrawal.

- To meet the withdrawal deadline, it is sufficient for the Customer to send his/her communication concerning his/her exercise of the right of withdrawal before the expiry of the withdrawal period.
- In the event of the Customer withdrawing from the contract, SOMD commits to promptly refunding all payments received from the Customer, except for delivery costs, within 14 days of receiving the returned items. Reimbursement will be conducted via the same payment method utilised in the initial transaction, unless an alternative arrangement has been explicitly agreed upon with the Customer. Under no circumstances will the Customer incur any fees due to this reimbursement.
- SOMD retains the right to withhold reimbursement until the products have been returned or until the Customer provides evidence of having dispatched the products, whichever occurs first.

The Customer is responsible for returning the products to

BEYOND BEAUTY CLUB
BORCHWERF 5
ROOSENDAAL NB 4704
NETERLANDS

The return shipment must include:

Order number: To be found on the packing slip "Pakbon"
Reference: To be found on the packing slip "Pakbon"

Customers are advised to reach out to conciierge@simonourianmd.com before sending the return shipment.

- Without undue delay and in any event at the latest within 14 days from the day on which the Customer communicates the withdrawal from this contract to SOMD. The deadline is met, if the Customer dispatches the products before the period of 14 days has expired.
- The Customer bears the cost of returning the products.
- The Customer shall only be liable for a loss in value of the products, if the loss in value is due to handling of the products that is not necessary for checking the condition, characteristics and functioning of the products.
- A withdrawal right does not exist for personalised products due to their customised nature. Once an order has been placed for personalised products, which we have accepted, you cannot withdraw from the contract.
- Due to hygiene reasons, a withdrawal right furthermore does not exist for hygiene products and cosmetics that have been opened, tested or no longer meet the hygiene standards of Simon Ourian M.D. Customers are advised to reach out to conciierge@simonourianmd.com before sending the return shipment.
- If any product arrives damaged or defective, the customer may request a return to receive a replacement or a repair in accordance with his/her statutory rights. Proof of the issue may be required before issuing a return or replacement.

For general details on returns and a sample return form please refer to our [simonourianmd.com](https://www.simonourianmd.com) for Terms and Conditions.