

Invoice /Order No: _____ Order Number can be found on your delivery document, order invoice or in your order history section online when you sign in.

First Name: _____ **Last Name:** _____

Address: _____

Suburb/City: _____ **State:** _____ **Post Code:** _____

Daytime contact number: _____

Product Name	Reason

RETURNS POLICY

The Elucent Skincare website is operated by Ego Pharmaceuticals Pty Ltd ABN 86 005 142 361.

We value your support and want to make sure you are 100% happy with your purchase, so if you change your mind, you can return most products within 14 days of receiving your order and receive a credit voucher for the value of the returned product (less any discounts or promotional codes used) for future use, provided that:

- You have valid proof of purchase (usually a receipt) that the product was purchased via the Elucent Skincare website;
- The product and packaging is in its original condition including all leaflets and accessories;
- The product has not been used or damaged;
- The product is in re-saleable condition; and
- You can return the product to us in the same condition you received it.

Returns for change of mind cannot be offered for products advertised as being non-refundable for change of mind, which may apply to some promotions or special bundles.

Consumer Guarantees

In accordance with the Australian Consumer Law, you are entitled to make a return outside of the 14 day return period if the product is faulty (i.e. has a major or minor problem).

If a product is faulty, not doing what it is supposed to do or is significantly different from its description/sample, then you may be eligible for a refund or exchange.

How to Return Your Product

Please complete and submit this Online Return Form to info@elucentskincare.com within 14 days of receiving your order 'Change of mind' returns and within a reasonable time for 'Consumer Guarantee' returns.

Important information for online purchase returns

- For approved 'change of mind' returns, the original shipping fee will not be refunded and a credit voucher will be issued for the returned product value for future use.
- For approved 'consumer guarantee' returns, the original shipping fee and product value will be refunded for refund requests only to the original form of payment. Exchanges will be posted free of charge.

If you have any queries about the process, or require further assistance, please email our Customer Service Online Coordinator at info@elucentskincare.com.