

by Sophie

Returns + Exchanges

Returns can be made within **90** days of receipt.

They must be in the **original packaging and condition** to be eligible for a refund.

To initiate a return, **email love@sophiecompany.com and include order # and reason for return.**

We strive to offer most effective and trendy Korean beauty and lifestyle items at Costco prices to members. In order to avoid excessive returns and misuse of our return policy, only returns of new (unused, unopened, unmarked and not disfigured) and sale-able items can be returned. We are unable to accept returns on products that have been heavily tested and used.

- If your package was damaged in shipment by the carrier, please notify us immediately by providing images of your order with the packing slip and the items you received. Damaged and missing items will be replaced.
- Regretfully, we are unable to modify or cancel your order once your order has been shipped. If you have any questions, please send us an email.
- Products must be returned in the same condition as when you received it, new, unopened and sale-able condition in its undamaged original packaging.
- We do not offer partial refunds for the sets (Set of 2, Set of 3. All items in the set should be in the original packaging and condition).
- Return shipping charges are responsibility of the purchaser.
- Only products purchased directly on costco.bysophieofficial.com are eligible for return.

**We currently do not offer price match, and we monitor return activity for abuse.*

All items are shipped out from our warehouse in Incheon, Korea, and all returns must be sent back to our by Sophie warehouse in Korea. Return requests are processed within 3 business days once the product has been returned. Once your return has been inspected, we will notify you of the approval or rejection of your refund. We reserve the right, at its sole discretion, to determine if returned merchandise is in sale-able condition and to limit returns or exchanges at by Sophie in all instances. Items that are not accepted for returns will not be sent back to you. Once refunded, it may take up to 14 business days to appear on your original payment method.