



Returns & Exchanges

To initiate a return please email us at service@theskinsquared.com and include your order # and reason for return. Refunds will be credited to the original form of payment. The following rules apply:

- Only products purchased on costco.theskinsquared.com may be returned for a refund.
- For multi-item bundles (such as 2-packs, 3-packs, etc.), we are unable to accept returns if any of the individual items within the bundle have been opened.
- Returns are accepted within 90 days of receipt.
- Please note that the refund is calculated based on the merchandise value only (shipping fees are not credited).
- If your order arrives damaged, defective or wrong item, you are not charged for shipping cost, otherwise the cost of the return shipping label is to be deducted from the total refund amount.
- Returned merchandise should be in the same condition as when you received it, undamaged, sale-able, in its original packaging.
- We reserve the right, at its sole discretion, to determine if returned merchandise is in saleable condition. Refused return items will be sent back to you at your expense.
- If a package is marked as delivered but not received, we can only offer a **replacement shipment**, not a refund.
- We do not offer price matching or price adjustments for orders placed before a promotion begins.
All promotional discounts apply only to purchases made during the active sale period.

Please allow 10 to 14 days for processing your return.