

## **Club O Return and Refund Policy.**

At Club O our goal is to ensure that you are completely satisfied with your purchase. If, for any reason, you wish to return your unopened products, please follow our return policy outlined below.

### **Return Eligibility**

You may return unopened products within 30 days of purchase for a refund, subject to a 10% restocking fee deducted from the product cost, excluding any shipping and handling fees. To qualify for a return, items must meet the following criteria:

1. Items must be unopened and unused.
2. Packaging and labeling must be intact, unaltered, and undamaged.
3. Products must have a shelf life of at least one year remaining.
4. Items and their packaging must be in a condition deemed commercially reasonable to sell at full price.
5. Products must not have been purchased as non-returnable, discontinued, expired, or seasonal items.

For products outside the 30-day return window, please contact our customer service team for assistance. Your satisfaction is our utmost priority.

### **Return Process - 4 Easy Steps**

Before shipping your return, we recommend that you review our entire return guidelines below:

1. Contact us at [support@ClubO.Life](mailto:support@ClubO.Life) or providing your order number and the items you wish to return.
2. Return the product with all components, printed materials, accessories, and the original packaging. If available, include a copy of your packing slip.
3. Ship your return to:  
Skin Med Spa  
369 Los Cerritos Center,  
Cerritos, CA 90703

### **Important Notes:**

- You are responsible for return shipping costs. We recommend using a tracked and insured shipping method, as we are not liable for lost or damaged returns.
- Items must be returned within 30 days from receipt, unless specified otherwise on the product page.
- Returned items will be inspected by our staff. Ensure products are more than 50% full and include all original components and packaging.
- Returns failing to meet our criteria may be refused a refund and returned to the customer or destroyed at their request.
- Refund assessments are conducted once we receive and inspect the returned items.

### **Cancellation and Refunds**

Order cancellations are not guaranteed due to our commitment to prompt shipping. If we are able to cancel your order before it ships, refunds are processed within 2 business days. For shipped orders, returns will be processed only after the product is received back at our warehouse. Refunds for purchases made via credit card will appear within 3-5 business days after processing.

Thank you for choosing Club O. Should you have any questions or need further assistance, please do not hesitate to reach out to our customer service team. At [support@clubo.life](mailto:support@clubo.life).