

## Our Return Policy

We're sorry to hear that it's not working out. If you are not satisfied with your purchase made through the DECIEM website or one of our DECIEM retail stores, we are happy to let you know that you can return any unwanted products that are at least 50% full within 365 days (1 year) from the date of purchase as stated on your invoice/receipt.

Items purchased as a set (e.g. The Ordinary No-Brainer Set, NIOD Set No. 1) must be returned in full in order to be eligible for a refund. Partial refunds will not be offered. Gift cards cannot be refunded or redeemed for cash except where required by applicable law.

Shipping fees and product(s) listed as Final Sale are non-refundable.

## Retail Partners

We do not provide refunds or exchanges for products purchased outside of DECIEM (e.g. Sephora, ULTA, ASOS, etc.). You must abide by the return and exchange policies set in place by the authorized retailer you have made your purchase with. Please contact the retailer in question for more details.

## Exchanges

We do not offer store credit or exchanges at this time. However, if you're unhappy with one of our products, please review the return instructions below.

# Store Returns

You may return unwanted products to any DECIEM retail location within the same country as your original purchase. **A receipt or proof of purchase is required to process your refund to your original method of payment.** We do not offer store credit or exchanges. We are unable to process your refund without the physical OR electronic copy of your receipt provided to you upon checkout in addition to the original method of payment used.

If you are unable to return to one of our DECIEM Retail Stores you can return the products to one of the DECIEM warehouses noted below. Please be advised, your refund will be issued via PayPal. Our Customer Happiness team will contact you for your PayPal information.

## Pop-up store purchases

Please do not ship item(s) purchased from any of our DECIEM pop-up shops to our warehouse. We kindly ask that you notify our Customer Happiness team by visiting our contact page under "[Returns](#)".

When completing the form, under Warehouse Sent select "Other". Under "Return Tracking #" input "DECIEM Pop Up" and under "Products Returned" input the name of the product(s) you are returning. A member of our team will get back to you with the next steps.

# Online Returns

Online orders can be returned in-store or online.

To return in-store, please provide our store ambassador with your order number at checkout. If you are not near a DECIEM store and need to return your product(s) via mail, follow the return by mail instructions.

We ask you to ensure that the original or a copy of your invoice is included with your shipment. Please confirm the order number, products returned, and return tracking details if purchased by submitting them to the Customer Happiness team by visiting our contact page under "[Returns](#)". DECIEM does not provide or cover the cost of return labels.

Kindly note some products have shipping restrictions which will follow a separate process [listed below](#).

Please send your product(s) that you wish to return to your nearest DECIEM warehouse:

**Canada:**

DECIEM  
Attn: RETURNS  
1510  
Caterpillar  
Road.  
Mississauga, ON  
L4X 2Y1  
Canada

**USA:**

DECIEM USA LLC  
Attn: RETURNS  
2013 McCarter Hwy  
Newark, New Jersey  
07104  
USA

**Australia:**

DECIEM  
Attn: RETURNS  
Unit 13, 331  
Ingles Street  
Port Melbourne,  
VIC 3207  
Australia

**UK/EU:**

DECIEM UK Ltd  
Attn: RETURNS  
Unit 1 Castle  
Park  
Queens Drive  
Nottingham  
NG21 AH  
United Kingdom

**Netherlands (for returns of in-store and Click & Collect purchases only):**

DECIEM Netherlands B.V  
Attn: RETURNS  
75Runstraat 10  
Amsterdam  
1016 GK  
Netherlands

For some DECIEM products, returns are not accepted by mail due to local/international shipping restrictions. If you wish to process a return, please do not ship the following products to our warehouse

- Abomaly SHOP Room Fragrance
- Hylamide Matte 12
- Hylamide HA Blur
- The Ordinary High-Spreadability Fluid Primer

To return these products, follow the instructions below:

1. Notify our Customer Happiness team by visiting our contact page under "[Returns](#)"
2. Under Warehouse Sent select "Other"
3. Under "Return Tracking #" input N/A
4. Under "Products Returned" input the name of the product(s) you are returning

A member of our team will get back to you with the next steps. Please note that the above instructions are only applicable for products with shipping restrictions (listed above) - follow the return by mail instructions above for the return of all other DECIEM products.

## Customer Responsibility

Returned products are your responsibility until they arrive at DECIEM.

Though it's not required, we do recommend purchasing tracking services for your protection and to also hold on to the proof of postage in case you need to contact us about your return. Only products received by our warehouse can be credited.

If we cannot locate your order number, we are unable to process the refund. We encourage you to be mindful of what is being sent to us as any products incorrectly sent back cannot be credited and will not be sent back to you.

DECIEM does not incur the cost of return tracking or postage.

## Refunds

We aim to refund you within 12 business days of the product being returned to DECIEM, however, these times may be impacted during high volume periods.

**All returns will be credited to the original method of payment.** We cannot process your refund to an alternative card. The refund will be issued upon processing of the returned product(s). You will receive an email notification upon completion of return processing.

## Fair Use

If we notice an abnormal pattern of return activity or behaviour then we may connect with you about your returns.

Any abuse of the return policy can result in the suspension of the account and any associated accounts. If this has happened to you, and you think we've made a mistake, contact our Customer Happiness team and we'll be happy to review it with you. If your account has been suspended and you need to make a return, contact our Customer Happiness team before sending any products back.

DECIEM maintains the right to determine, in its sole and absolute discretion, whether you are entitled to a refund and, if so, the amount of the refund you are eligible to receive. DECIEM reserves the right, in its sole and absolute discretion, to refuse to provide a refund or accept your Order for any reason – including, but not limited to, if we deem your Order to be suspicious or fraudulent in any way.

Related topics: [Terms of Use](#) and [Privacy Policy](#).

Can't find the answer you need? Please reach out to our [DECIEM Customer Happiness](#) team.