

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-Bainer 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.