**FAQ**

**About Us**

We aim to offer our customers a variety of the latest innovation & technology currently available. We’ve come a long way, so we know exactly which direction to take when supplying you with high quality yet budget friendly products. We offer all of this while providing excellent customer service and friendly support.

We always keep an eye on the latest trends and put our customers’ wishes first. That is why we have satisfied customers all over the world and are thrilled to be part of this industry.

The interests of our customers are always the top priority for us, so we hope you will enjoy our products as much as we enjoy making them available to you.

**Shipping Policy**

**Is Shipping Free?**   
  
YES, Shipping is completely 100% **FREE** Worldwide on all our product range. The reason we love doing this is because we’re able to pass over as much value back to our customers & leave them with no extra hidden fees or incursions.

**Why Is My Order Being Shipped In Different Packages?**   
  
If you have a multi-item order, each item may be shipped from a different USA or international warehouse, depending on your location and which one has them available the fastest. Alternatively, if an item is popular and on a bit of a back order, we might ship your items at different times, in different packages, to prevent holding up your order and to get it to you as fast as possible!   
  
**Shipping Time?**   
  
All orders are shipped out directly from our USA warehouse facilities which take anywhere from 1 - 3 weeks for delivery within & 2 - 6 weeks for international orders depending on your location and customs.

**What Happens If My Order Gets Stuck Or Lost In The Mail?**

All of our orders are sent with tracking numbers and insured shipping & handling. If an order gets stuck at customs, sent back or even lost during the delivery process, we deeply apologize! The postal service is out of our control. Unfortunately, the replacement wait time is back to 1 – 3 weeks within the USA & 2 – 6 for international orders. If you are happy to wait, we will coordinate with the warehouse to get it organized along with issuing you a special 20% off discount coupon for you or a friend as a token of our apology.

**Will I Be Charged For Customs & Taxes?**   
  
The prices displayed on our website are tax-free in USD, which means you may be liable to pay for duties and taxes once you receive your order. Import taxes, duties and related customs fees may be charged once your order arrives to its final destination, which are determined by your local customs office. Payment of these charges and taxes are your responsibility and will not be covered by us. We are not responsible for delays caused by the customs department in your country. For further details of charges, please contact your local customs office.

# Refund Policy

**OUR 30 DAY WARRANTY**  
  
All products come with a FREE replacement warranty for 30 days from purchase. If your purchase the item is defective, please contact us within 48 hours of receiving your order - we will make sure that all of your issues are resolved.  
For defective or faulty products, please take photos or/& videos and email us at support@beauty-god.com - We will replace your purchase after confirmation.  
PLEASE NOTE: This policy does not cover misuse, accidental damage, water damage, or any abuse of the purchased product.

**Returns & Refunds**

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can’t offer you a refund or an exchange.  
  
In order to receive your refund please follow the steps below:  
  
Products can only be returned if they are still in their original condition and packaging. Used products, or products damaged by the customer will not be eligible for refund.  
Request you’re Return Authorization Number by emailing support@beauty-god.com with detailed reason for return with pictures or/& video of the product that supports your reason. Upon approval you will receive the address where you can mail the product you would like to return.

To assure your refund please use a trackable mail service, we will not be responsible for lost or missing packages. (You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. Please make sure you send the item back as a gift as we don't cover custom fees for returns).

Upon the receipt of your package your products will be examined and a full refund will be issued to your original method of payment. A refund receipt will be emailed to the email address you used when making your original purchase.  
There are certain situations where only partial refunds are granted (if applicable):  
  
**Late or Missing Refunds**

If you haven’t received a refund yet, first check your bank account again.  
Then contact your credit card company, it may take some time before your refund is officially posted.  
  
Next contact your bank. There is often some processing time before a refund is posted.  
If you’ve done all of this and you still have not received your refund yet, please contact us at: support@beauty-god.com  
  
**Exchanges**   
  
We only replace items if they are defective or damaged within the first 30 days of receiving your product. If you need to exchange it for the same item, send us an email at: support@beauty-god.com  
  
**Can I Cancel My Order After It’s Been Placed?**

We implement a 12-hour cancellation period free of charge but unfortunately after that period as ended we are unable to cancel your order once it has been processed and/or shipped.

#### Invalid Reasons

Buyer no longer wants the items - This is the most common example which we cannot honor if we want to continue offering great value at Beauty God. The buyer should make sure he or she wants to buy the items before submitting an order, not after. After an order is submitted, the buyer enters into a legally binding contract with the seller to purchase all items in that order.  
Buyer found items cheaper elsewhere - Buyer should be confident that he or she is ready to pay the asking prices before submitting an order. After an order is submitted, the buyer enters into a legally binding contract with the seller to purchase all items in that order.

**Contact**

For general questions, we ask that you send us an email at **support@**beauty-god**.com**. We would be happy to assist you in any way that we can!