

CARA Skin Care Return Policy & Procedure

If a customer is unhappy with any CARA product, the product in question must be returned to Cara Skin Care within 14 days of date of purchase to be eligible for a refund or exchange. We will not accept returns on overly used products. In the event of a refund we will credit the same method of payment used at time of purchase. There will be no refund or exchange after 14 days of purchase date.

Return Procedure:

1. Do NOT return any product without authorization from CARA Skin Care
2. Fax in Section 1 of the form to CARA
3. Wait until you receive a response from CARA
4. If product is to be returned to CARA, include completed form in shipment
5. Mark authorization number on outside of box
6. Shipping within Canada, use Loomis ground only Account # QR7284 charge receiver, Shipping from USA, use DHL Account # 953847297
7. Loomis pickup #1-855-256-6647 DHL Pickup # 1-800-225-5345
8. Please list action taken; refunded or exchanged (what product exchanged)
9. Indicated return items must be shipped within 10 business days of authorization date otherwise, return is void.