

RETURN POLICY/ORDERS/SHIPPING

30-Day Money Back Guarantee

We want you to be 100% satisfied with your purchase and stand by the quality of our products. Should you for any reason be unhappy with your purchase will be issue a refund to your credit card or exchange an unsatisfactory product for another one if returned within 30 days. Please see below on how to return. Please note that we can only accept back Kudarat products that were directly purchased through kudarat skincare.com. We cannot accept products that were purchased from third-party retailers.

Returns/Exchanges

Please follow the steps below to return your purchase:

- Complete the Return Form located on the invoice included with your shipment. Please make a copy of your invoice to keep for your records.
- The return must be postmarked within 30 days of the original ship date on your invoice, and the product must be mostly full.
- Please ship the product to the address below to ensure that your return remains eligible for a refund.
- For all Kudarat Skincare product returns, please use the following address:

Kudarat, LLC
3485 Monroe St, #406
Santa Clara, CA 95051

- Any bundled items or sets must be returned with all components to receive a full refund.
- A full refund will be issued on a return that included a free product or free gift only if the return is made within 30 days of the original ship date on the invoice and the free gift accompanies the return. Any product returned without the free/promotional item that was included in the original transaction will have the value of the free/promotional item (divided by the number of products purchased) deducted from the refund amount.

Please allow up to 14 business days from receipt of returned items to process a return and credit your account. A credit should appear on your credit card statement within 2 full billing cycles.

Out-of-Stock and Backorder Items

Should an item on your order be out of stock, we will notify you via email the expected in-stock date. Your remaining order will ship on time and the out-of-stock item will ship when available at no extra shipping charge to you.

Order Tracking

When you place an order with Kudarat Skincare, you will receive an order confirmation via email. If you have questions about your order, please email kudaratskincare@gmail.com. Please include your order number in the subject line.

Shipping

Please note that we ship Monday-Friday only during normal business hours. Any order placed during non-business hours will be processed the following business day. Orders will not ship over the weekend or on holidays.