

dew theory

S K I N — C A R E

Returns, Refunds & Exchanges Policy

Legal Policy

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EFFECTIVE DATE · UPON APPROVAL AND PUBLICATION

LAST UPDATED · AUGUST 15, 2026

DEWTHEORYCO.COM

ATTORNEY REVIEW DRAFT
BLOCKED PENDING P0 COMMERCIAL TERMS

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STATUS

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PUBLICATION / USE

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Publication gate. Dew Theory's public FAQ states that the return window and nonreturnable-product list are not yet set and expressly avoids inventing a 30-day guarantee. This draft therefore preserves those decisions rather than creating a customer promise that the business has not approved.

1. Scope

This Policy applies to retail skincare and other merchandise purchased directly from dewtheoryco.com. It does not govern aesthetic treatment fees, appointment deposits, no-show charges, or virtual-consultation fees, which are addressed in the Booking, Cancellation & No-Show Policy and any service-specific terms.

Nothing in this Policy limits a consumer right that cannot lawfully be waived.

2. Return eligibility and return window

Dew Theory must approve, before publication:

- [BUSINESS DECISION REQUIRED: number of calendar days after delivery in which an eligible return must be requested.]
- [BUSINESS DECISION REQUIRED: whether the deadline runs from delivery, shipment, or another objectively verifiable event.]
- [BUSINESS DECISION REQUIRED: whether a return authorization is required before merchandise is mailed back.]
- [BUSINESS DECISION REQUIRED: condition requirements for ordinary discretionary returns, including packaging, seal, and proof of purchase.]

Unless and until those terms are approved and published, Dew Theory should not advertise a fixed satisfaction guarantee or return window.

3. Opened skincare, cosmetics and hygiene-sensitive goods

Because skincare and cosmetic products may be hygiene-sensitive and may become unsuitable for resale after opening, Dew Theory may adopt more restrictive rules for opened or used products than for unopened goods, subject to applicable law.

[BUSINESS DECISION REQUIRED: define whether opened/used products are nonreturnable except for defect, shipment error, damage in transit, or another legally required circumstance; define any limited exception for verified adverse reactions.]

The published rule should distinguish ordinary preference-based returns from safety, defect, and fulfillment issues.

4. Final-sale and promotional items

Dew Theory should clearly disclose any final-sale classification before purchase. **[BUSINESS DECISION REQUIRED: identify final-sale categories, if any, and whether discounted/promotional items remain returnable.]** A promotional discount should not silently remove a return right unless that restriction is clearly disclosed before checkout and is lawful.

If gift cards or store credit are introduced, their refundability and expiration treatment must be separately reviewed under applicable state law. **[TO CONFIRM: whether gift cards are offered.]**

5. Damaged, incorrect or defective products

A customer who receives an item that is materially damaged in transit, incorrect, missing from the shipment, or reasonably believed to be defective should contact Dew Theory promptly through the published support channel and provide the order number, a description of the issue, and photographs where reasonably necessary to evaluate a shipping or product defect.

Dew Theory should offer an appropriate remedy consistent with applicable law and the verified facts, which may include replacement, reshipment, refund, or another agreed resolution. Dew Theory should not require a customer to pay additional shipping to correct Dew Theory's own fulfillment error unless legally permissible and clearly justified.

[BUSINESS DECISION REQUIRED: reporting window, support email, evidence requirements, and whether damaged/incorrect goods must be returned.]

6. Adverse reactions and product-safety concerns

Skincare products can cause irritation, sensitivity, or allergic reactions in some users. A customer reporting a significant adverse reaction should be advised to discontinue use and seek appropriate medical care when warranted; emergency symptoms should be directed to emergency services. Dew Theory should not diagnose or treat a reaction through a returns workflow.

For a serious product-safety complaint, Dew Theory should preserve the order record, product name, lot/batch information if available, photographs, relevant correspondence, and supplier/manufacture information, and should follow any applicable manufacturer, distributor, FDA, or other reporting/escalation process.

[BUSINESS DECISION REQUIRED: whether an opened product associated with a documented adverse reaction qualifies for refund, replacement, store credit, or case-by-case review.]

7. Return authorization and shipping

Before publication, Dew Theory must decide:

- the return request channel;
- the return address;
- whether an authorization number is required;
- who pays return shipping for discretionary returns;
- whether prepaid labels are issued for Dew Theory errors or verified defects;
- whether original outbound shipping charges are refundable; and
- whether tracking is required for customer-sent returns.

[BUSINESS DECISION REQUIRED: approve these operational rules.] Consumers should not be instructed to send products to an unverified studio or mailing address.

8. Refund method and timing

Approved refunds should ordinarily be issued to the original payment method unless another method is required by law or affirmatively agreed with the customer. Dew Theory must not promise a bank-posting time it cannot control.

[BUSINESS DECISION REQUIRED: internal refund-processing target after approval or receipt/inspection, as applicable.] Any published timing should distinguish Dew Theory's processing period from the additional time a bank or payment network may take to post funds.

9. Exchanges

[BUSINESS DECISION REQUIRED: determine whether direct exchanges are supported.] If not, the operational rule may require an eligible item to be returned under this Policy and a separate new order to be placed. If exchanges are supported, Dew Theory should define inventory, price-difference, and shipping treatment.

10. Order cancellation before fulfillment

A request to cancel an order is not guaranteed after submission. If Dew Theory can stop fulfillment before shipment, it may cancel and refund the affected amount. If the order has already entered fulfillment or shipped, the published return rules apply. The checkout flow should not promise a cancellation cutoff unless operations can reliably enforce it.

11. Chargebacks and payment disputes

Dew Theory encourages customers to contact support so legitimate order or refund issues can be investigated. This does not restrict any lawful right to dispute a charge with a card issuer or payment provider. Dew Theory may provide truthful order, delivery, refund and assent records when responding to a payment dispute.

12. Service purchases

Appointment deposits, treatment fees, no-show/late-cancellation charges, and virtual consultation fees are governed by the Booking, Cancellation & No-Show Policy and any service-specific terms. Physical product return rights should not be conflated with completed-service refunds.

13. Changes to this Policy

Material changes should apply prospectively unless law permits otherwise. The policy version in effect at the time of purchase should be retained with the order or otherwise reconstructable from the legal-version registry.

14. Contact

Returns and order support: **[BUSINESS DECISION REQUIRED: publish monitored customer-support email and mailing/return address as appropriate.]**