

Return Policy

We'll gladly accept returns or exchanges for any **SECRETS BY JP** purchases when accompanied by the original invoice. Return merchandise must be post marked within 30 days from the date of purchase in order to issue a refund, minus the shipping, upon receiving your items at **SECRETS BY JP**. All returns must be pre-approved by first emailing us at **SecretsbyJpp@gmail.com** with a reason for your return and date of purchase. Cream that has been completely used or altered in any way will not be accepted, credited or refunded. **SECRETS BY JP** will not assume responsibility for reimbursement or compensation if return packages are lost, stolen, mishandled or damaged.

Please follow the simple instructions below:

1. Place the item into original shipper packaging or your own.
2. Contact our Returns Department via email **Secretsbyjpp@gmail.com** to obtain your RMA (Return Merchandise Authorization)
3. Take your package to the nearest USPS, FEDEX or UPS store. Once we receive your returned product(s), we will issue your replacement or refund within 7 to 10 days.
4. Refunds may only be issued in the same form as was utilized for payment.
5. **SECRETS BY JP** reserves the right to refuse return of any merchandise that does not meet the above return requirements in **SECRETS BY JP** sole discretion.

Please mail your package to...

SECRETS BY JP

Returns Department

650 Trade Way

Turlock, Ca 95380

All RMAs (**Return Merchandise Authorization**) are valid for only 30 days. Any returned item not listed on your RMA will NOT be credited or replaced and will not be returned.

Thank you for your cooperation