

Return Policy:

NY Facial MediSpa is committed to providing quality products and services. If, however, you are sent the wrong product or your skin does not agree with the product you ordered, as part of our commitment to customer service, NY Facial MediSpa offers a fair return policy. You may return the item(s) for an exchange or refund within 10 days of purchase. If your purchase arrives damaged or defective, we will be happy to replace the order after immediate notification and return of the damaged item. Please be advised that prior authorization is required on all returns. Any returns sent to us without return authorization cannot be accepted. Return acceptance is at the sole discretion of NY Facial MediSpa.

If you have not used any of the desired products before, we strongly suggest that you visit our office and meet with our Aesthetician to help you decide which products are right for you. We gladly offer you this initial consultation as complimentary.

If returning item(s); include your personal information, including name and address and the reference # of your order. You must include all parts, pieces and printed materials in order to be eligible for a refund. Also, to ensure that your returns are received by NY Facial MediSpa, please make sure to add insurance to your parcels through your preferred mail delivery service.

Shipping fees are only eligible for refund when the original items were either shipped incorrectly by NY Facial MediSpa or damaged. All other shipping fees are nonrefundable.

For authorization to obtain a refund, call 1-516-775-2800, and ask to speak with Francine. Please allow up to two weeks for the return to be processed, at which time a credit or exchange will be made.

Ship returned items to:

NY Facial MediSpa
Attention: Returns
3003 New Hyde Park Road, Suite 409
Lake Success, NY 11042

For customer service, please call, 1-516-775-2800.

Privacy:

NY Facial MediSpa is committed to protecting the privacy of our customers and visitors. Personal information received by NY Facial MediSpa is not shared or sold.

Information is collected during site visits and during the purchase process. Site visit information is used only in aggregate form to help enhance the overall shopping experience. Purchase information is maintained in account form as required to engage in secure consumer friendly ecommerce.