

Return and Refund Policy

1. Introduction

Thank you for shopping with Phorese. We strive to ensure that you are completely satisfied with your purchase. If you are not entirely happy with your order, please review our return and refund policy outlined below.

2. Return Period

You have the right to return any unused and unopened products within **14 days** of receiving your order for a full refund or exchange. To initiate a return, please ensure that the product is in its original condition and packaging.

3. Conditions for Returns

- **Unopened Products:** Products must remain sealed and in their original packaging.
- **Seal Sticker:** Please note that if the seal sticker on the bottles or boxes is broken, the product cannot be returned.
- **Sample Sets:** Sample sets cannot be returned under any circumstances.

4. Process for Returns

To initiate a return, please contact us at info@phorese.com with your order details. We will provide you with instructions on how to proceed with the return.

5. Refunds

Refunds will be issued within **two weeks** of receiving the returned items, minus any shipping costs. The refund will be processed using the original payment method used for the purchase.

6. Exchanges

If you wish to exchange a product for a different one, please follow the return process outlined above, and place a new order for the desired item.

7. Contact Information

If you have any questions or concerns regarding our return and refund policy, please contact us at info@phorese.com.