

THE BEAUTY SCHOOL

BY SAMARA NILSSON

Refund Policy

We value our customers at The Beauty School by Samara Nilsson if you have any feedback on a product or service you have received, please email us at samara@thebeautyschool.com.au

Product Returns

If your product is unsatisfactory, you can return most products within 7 days of your purchase, provided that:

1. You have valid proof of purchase (receipt or bank screen shot)
2. The product and packaging is in its original condition
3. The product is in re-saleable condition
4. The product has not been used or damaged
5. The product was not bought on sale

How to return your product

Please send an email to samara@thebeautyschool.com.au and advise of your intention to apply for a refund, by putting REFUND in the subject header line. You will be advised of the next steps of our refund and exchange process by return email.

Care of Brushes

Please be sure to wash your brushes in the method outlined in the instructions sent to you with your products. Failing to follow these procedures may affect the life of your brushes.

Returning product by post

The customer is responsible for covering return postage fees. The Beauty School by Samara Nilsson is not responsible if items are lost in the post, for customer peace of mind, postage includes a tracking number.

The Beauty School by Samara Nilsson is not responsible if postage addresses are incorrectly filled out.

If on receipt of a change of mind return, if the product is not in resalable condition (i.e. brushes clearly used, original packaging ripped or damaged), we will be unable to provide you a return or exchange on this product. In this case, you do have the option to pay for tracked postage of the goods back to your address.

This is also the case if the product is not deemed faulty.

Makeup Workshop/ Course Cancellations

If you are unable to attend a workshop, you must provide notice, the following applies:

1. Once the enrolment form has been received and the deposit paid, students will be invoiced for their course fees and are responsible for paying those fees.
2. If written notice is received up to ten working days before the course notifying The Beauty School by Samara Nilsson of the student's inability to attend the entire course, the full amount of funds paid will be put into credit to be used on any other The Beauty School by Samara Nilsson workshop or course.

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3. If written notice is received under ten working days before the course notifying The Beauty School by Samara Nilsson of the student's inability to attend the entire course, half amount of funds paid will be put into credit to be used on any other The Beauty School by Samara Nilsson workshop or course.
4. If students do not attend a workshop or course without providing any written advice or providing advice within 48 hours of the course, such students are not entitled to any credit and are still responsible for honouring your invoicing obligations.
5. All credits are issued at the discretion of The Beauty School by Samara Nilsson.

Workshop and Course Deposits

Whilst we understand that things out of your control can happen, deposits for all makeup workshops are non-refundable.

We love feedback!

Please email us at samara@thebeautyschool.com.au if you would like to provide us with some more information on how we can make our products and services better.