

KONA SKIN CARE

TERMS AND CONDITIONS

RETURN & EXCHANGE POLICY

For items purchased at KONASKINCARE.com, product may be returned for a 100% money-back guarantee within 30 days of purchase.

If you'd like to return your purchase please include the packing slip with your return and ship to the address below. We suggest you ship via a traceable service to ensure delivery. We are not responsible for lost or stolen packages.

ECOMMERCE RETURNS:

Kona Skin Care
P.O. Box 4781
Kailua Kona, HI 96745

Credit will be issued to the original form of payment for the amount of the item plus sales tax (if applicable). Shipping and handling charges are not included in refunds and customers are responsible for return shipping charges. The credit will appear on your bank statement within 1-2 billing cycles.

ALL OTHER PURCHASES

For merchandise purchased at one of our retail partners, please return to the original point-of-purchase to determine return eligibility.

SHIPPING POLICES

ORDER PROCESSING

Kona Skin Care is closed on weekends and major holidays. Most orders take up to 3 business days to process. All orders received on Friday, Saturday and Sunday will begin processing the following Monday.

SHIPPING DELIVERY TIMES

All orders are shipped via USPS Priority mail and typically take 2 to 3 business days. If you require expedited shipping please call 808-778-8403 to arrange.

SHIPPING CONFIRMATION

A shipping confirmation with your tracking number will be sent to the email address provided at the time the order is shipped. Please track your shipment as Kona Skin Care is not responsible for lost or stolen packages.

INTERNATIONAL SHIPPING POLICIES

Unfortunately, we do not offer international shipping at this time. We also cannot accept credit cards with international billing or shipping addresses.