

USER GUIDE

How to join

Click on the [Sign Up] link and complete the form in order to create your account. Once your account is created, you can immediately benefit from our membership privileges such as discounts and reward credits. Also, it saves you all the hassle of filling out your billing and shipping information every time you place an order since you can save your information securely on our site.

How to order

Order is processed as below:

Step 1: Search for products.

Step 2: Add products to your shopping cart.

Step 3: Log in with a member ID or non-member order.

Step 4: Fill in the order form.

Step 5: Proceed with payment.

Step 6: Complete the order and you will see the order number.

Payment Info

We accept the following forms of payment: Paypal and Credit Card only,

Shipping

1) Standard delivery

Standard delivery with tracking 3 to 15 business days within Australia.

2) Express delivery

Express delivery with tracking 2 to 5 business days within Australia

* All orders will be processed within 1 business day from the date of the orders are placed.

* This service delivered via Standard/Express Parcel by Australia Post, and its own tracking number will be coming with your order. This can take up 1-10 business days (sometimes longer for regional areas and take longer for remote locations).

Returns & Exchange

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Without limiting the foregoing, if an item you receive is defective or incorrect, we will replace it with a non-defective item or provide you with a refund of the cost of the item.

This policy does not apply to change-of-mind returns, or for reasons that the product doesn't suit your skin tone or similar. If you change your mind about the product, please see instructions below under "What happens if I am unhappy with the product I purchase or I changed my mind?"

Refunds will only be made to original payment method. For refunds requested over 60 days of completing a payment.

What do I do if I had an allergic reaction?

At BEAUTY TRENDS STUDIO PTY LTD, the ingredients of the product are listed on the page to help you identify any sensitivity with certain ingredients. Different skin types and skin conditions may react differently to our products and brands. It is always best to know and understand how your skin reacts to different products and ingredients. If you experienced an allergic reaction, please send a detailed description of what occurred along with the pictures to info.beautytrendsstudio@gmail.com. Please note that issues must be reported within 30 days of receipt of item. In certain instances, a medical certificate may be requested to identify if it is the product that caused the allergic reactions.

What happens if I am unhappy with the product I purchase or I changed my mind?

Shopping online can be tricky, however, should you wish to return an item that you've purchased, please email us at info.beautytrendsstudio@gmail.com.

You will need to ship us back the item and a refund will be made to you once we have received the items and inspected them. Please be advised that the items must meet the following conditions before any refund will be issued.

- Item must be in its original purchase condition, packaging must be unopened, unused, unmarked and not defaced in any manner
- Items purchased as part of a set or a multi-item pack must be returned as a whole set
- Gifts with Purchase and samples must also be returned if it is included in the purchase.
- Items purchased on sale and discounts are non-exchangeable and non-returnable

****Return Instructions**

(1) Sent a return request to our email within three (3) days of receipt. You are required to attach the photos of the received product(s) and include the order number, and the reason for the return.

(2) A customer service representative will be in contact to assist you by email to provide a confirmation number for the return.

(3) Items returned must be in their original condition, which includes any packaging. Also, you need to include a copy of delivery advice and a note of your name, and user ID.

*Please be advised that returns are accepted ONLY IF you followed the instructions above and your return request has been approved by our staff. Returns that are shipped to us without any prior consent are not accepted.

*Please note that EVEN the defective/incorrect item(s) must be returned with all of the labels intact. The item(s) must be sent in their original packaging and unworn.

*Please include all contents of the original package and free gifts (if applicable) in your return packaging.

*If your order included a delivery charge, only the cost of the items returned will be refunded unless the goods were deemed faulty.

*If the goods were not faulty or defective, you will need to cover the cost of your return postage.

*If you purchased sale items, you will need to cover the cost of your return postage.

(4) For procedures and treatments received by all customers

If the 'Mall' proves that such event is not caused by its intention or negligence. Refunds are not possible for the received procedure.

(5) For members enrolled in all hair extension training

For any reason, refunds are not allowed for the training courses received after paying each training fee.

Send returns to:

T03/ 2 Mawson Avenue Bella Vista, NSW 2153

3) We do not accept return(s) if:

- the products are damaged due to your mishandling
- your return request is not approved by our staff

The following items are not considered defective:

* Items that are originally manufactured without tags or labels

* Items with creases that may have been made while shipping

4) If there is a missing item from your order:

*Contact our customer service centre by email within 1 day of delivery.

*Please keep all contents of the original package including packaging material (boxes, plastic bags etc.) with you until you are instructed otherwise.

Please note that we may not be able to process the refund for your missing item if you lose or damage any packaging material.

Refunds

It takes 30 business days to issue a refund for a returned or cancelled order.

Please be advised that your refund may not be processed until the next billing month depending on your credit card issuer's billing schedule.