

Return Policy for Glamour Makeup International Academy

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Conditions for Returns

At Glamour Makeup International Academy, we strive to ensure that our customers are satisfied with their purchases. If for any reason you are not happy with a product purchased from our online store, you may return it under the following conditions:

1. **Return Period:** You have the right to return products within **14 days** of receiving your order, in compliance with EU return regulations.
2. **Sealed and Unopened Products:** As our products are cosmetics, we can only accept returns if the products are **unopened, in their original packaging, and with the seal intact**. This is due to hygiene and safety reasons. If the packaging has been opened or the seal has been broken, we will not be able to accept the return.
3. **Return Shipping Costs:** The customer is responsible for the **shipping costs** of returning the product. We recommend using a tracked shipping method, as we cannot guarantee the receipt of your return.

Return Process

To initiate a return, please follow these steps:

1. Email info@glamourmakeup.nl with your **order number, the product name to be returned, and the reason for the return**.
2. Once we receive your request, we will provide you with the return shipping address.
3. After receiving and verifying that the product meets the return conditions (sealed and unopened), we will process your refund. Refunds will be issued using the original payment method and will be completed within **14 days** of return confirmation.

Damaged or Incorrect Products

If you have received an incorrect or damaged product, please contact us within **7 days** of receiving your order at info@glamourmakeup.nl. Make sure to include your **order number and photos of the damaged or incorrect product**. We will process your claim and provide instructions for return or replacement.

Damage During Transit

While we do our best to protect products during shipping, **Glamour Makeup International Academy is not responsible for any damages caused during transit** by courier services. We suggest contacting the shipping carrier if your package arrives in poor condition.

If you have any questions about our return policy, please do not hesitate to contact us at info@glamourmakeup.nl. Thank you for shopping with Glamour Makeup International Academy!