**TERMS AND CONDITIONS**

**MicroAesthetics MD (MAMD) is a professional medical skin care line sold through recommendations from the Medical Community and Medical Assistants for Cosmetic Dermatology, Dermatology Technicians, Clinical Aestheticians and Laser Technicians.**Contact customer support at [info@microaestheticsmd.com](mailto:info@microaestheticsmd.com) or 1-833-SKNXPRT (756-9778) for further information.

**Product Prices:** All prices are subject to change without notice.

**Payment Terms:**

* MasterCard, Visa, American Express
* Credit terms (po’s) are available upon approval
* Credit terms (PO’s) are not to exceed $2,500 within a 30-day period.
* MAMD can cancel credit terms after 45 days of non-payment and reserves the right to charge any outstanding balance to the card on file without notice.

**SHIPPING AND RETURN POLICIES**

**Product Expiration:**

* Products shipped out of our facility have expiration timeline between 24-36 months.

**Shipping information**

* Shipping locations include USA and Puerto Rico
* We do not ship internationally.
* Allow 7-10 days for orders to arrive. Orders are processed and shipped via USPS on Tuesdays and Fridays.
* Expedited orders must be placed before 10:00 a.m. AZ time to be shipped same day with no guarantee of next day delivery.
* Orders will not be shipped to P.O. boxes as all orders are shipped with signature required.
* Orders are shipped to one address only.
* Free ground shipping on all orders over $200.
* If order is returned or rejected and a reship is requested, additional shipping fees will be applied.
* Tracking your order – Tracking information will be sent, via email from MAMD, once it leaves the MAMD warehouse.
* If the product arrives damage or defective, take a picture and forward to [info@microaestheticsmd.com](mailto:info@microaestheticsmd.com).

**Return policy:**

* MAMD considers all sales are final.
* Review the shipment within the first 48 hours of arrival for any damage, missing items, or errors in the order.
* To be eligible for an approval return, an RMA must be submitted at [info@microaestheticsmd.com](mailto:info@microaestheticsmd.com)
* No returns will be accepted without an RMA.
* Only non-sale products purchased through microaestheticsmd.com may be considered for a full refund.
* Returns will be processed within 7-10 business days from date of receipt of shipment.
* Items purchased from other retailers or resellers other than MAMD, are not eligible for return, refund, or exchange through MAMD.
* If purchased was made through a spa/salon or a third-party website, contact that reseller directly to inquire about their return policy.

**Order cancellation**

* Contact us at [info@microaestheticsmd.com](mailto:info@microaestheticsmd.com) immediately to cancel or modify orders.

**Back Order/Out of Stock Items**

* We will notify you by email and/or phone if any items on your order are out of stock.
* You have the choice of waiting for the product to restock or receiving a refund, for the full price of the item(s) on the credit card within 3-5 business days.

**Exchanges**

* MAMD does not offer exchanges currently. For more questions, you may contact customer support.