

NO.1  
URBAN  
AESTHETICS



IN PARTNERSHIP WITH SCIENCE

## Returns Policy

URBAN-0008

Document Control

**Effective Date:** September 5, 2025 **Version:** 1.1 **Review Date:** September 5, 2026

### 1. Purpose

This policy establishes clear guidelines for product returns at No.1 Urban Aesthetics, ensuring compliance with UK consumer protection laws, trading standards, and maintaining high-quality customer service standards.

**Note:** This policy aligns with URBAN-0004 (Business Terms & Conditions) and URBAN-0007 (Bookings, Payments & Cancellations) to ensure comprehensive consumer protection.

### 2. Scope

This policy applies to:

- Retail product purchases
- Skincare and cosmetic products
- Merchandise sold through website or clinic
- Exclusions for medical treatments and prescriptions

**Accessibility Statement:** Returns are handled in line with the Equality Act 2010, ensuring fair treatment regardless of protected characteristics. We make reasonable adjustments for clients with accessibility needs when processing returns.

### 3. Definitions

- **Unopened Product:** Sealed, unused item in original packaging
- **Faulty Product:** Item with manufacturing defect
- **Incorrect Product:** Item different from what was ordered
- **Return Window:** Specified timeframe for product returns
- **Refund:** Monetary reimbursement for returned product

### 4. Roles & Responsibilities

#### 4.1 Returns Coordinator

- Rebecca Beckett (Head of Clinical Governance)
- Manages returns process

- Verifies product condition
- Processes refunds or replacements

#### 4.2 Clinical Lead

- Christopher Beckett (Advanced Nurse Practitioner)
- Oversees product quality standards
- Manages product-related clinical concerns

#### 4.3 Staff Responsibilities

- Provide clear returns information
- Handle returns professionally
- Verify product condition
- Process returns efficiently

### 5. Detailed Procedures

#### 5.1 Return Eligibility

##### **Unopened Products:**

- Full refund within 14 days of purchase
- Product must be in original, sealed packaging
- Original receipt or proof of purchase required

##### **Faulty Products:**

- Immediate replacement or full refund
- Manufacturing defects covered
- Customer protection under Consumer Rights Act

##### **Incorrect Products:**

- Full refund or immediate replacement
- Return shipping costs covered by No.1 Urban Aesthetics

#### 5.2 Non-Returnable Items

##### **Exclusions:**

- Opened medical or prescription products (legally prohibited under MHRA and Medicines Act)

- Intimate or hygiene products
- Customized or personalized items
- Consumable products
- Gift cards

### 5.3 Payment and Refund Processing

#### **Refund Options:**

- Original payment method
- Store credit
- Replacement product

#### **BNPL (PayPal Pay in 3) Refunds:**

- Refunds for purchases made via PayPal Pay in 3 are subject to PayPal's specific terms and conditions
- Refund processing times may vary based on PayPal's policies
- No.1 Urban Aesthetics is not responsible for delays in PayPal refund processing

#### **Refund Timing:**

- Processed within 14 days of return receipt
- Refund amount matches original purchase price
- Shipping costs refunded for faulty or incorrect items

### 5.4 Dropshipping and Third-Party Products

#### **Dropshipping Clause:**

- Some products are supplied via third-party dropshipping partners
- While we remain responsible under UK consumer law, returns may need to be sent directly to the supplier
- Customers will be advised of the correct return address and procedure at the time of request
- Refunds will be processed once confirmation of receipt has been provided by the supplier

### 5.5 Affiliate Links

#### **Affiliate Disclaimer:**

- Products purchased via affiliate links (e.g. Amazon, Dermalogica PRO) are not sold or supplied by No.1 Urban Aesthetics
- In these cases, returns and refunds are managed exclusively by the third-party retailer under their own terms and conditions

## 5.6 Warranty and Guarantees

### **Product Warranties:**

- Manufacturer's warranty honored
- Defective items replaced or refunded
- Warranty does not cover user-induced damage

## 5.7 Statutory Rights

### **Consumer Protection:**

- Full compliance with Consumer Rights Act
- Statutory rights for faulty goods
- Clear information about consumer rights provided

## 5.8 Record Retention

### **Documentation:**

- Returns records retained for 6 years
- Aligns with financial record retention requirements
- Anonymized data used for quality improvement

## 6. Monitoring & Review

### 6.1 Returns Audit

- Quarterly review of returns process
- Analysis of return rates
- Product quality assessment
- Customer feedback incorporation

### 6.2 Continuous Improvement

- Regular review of return policy
- Update procedures based on customer experience
- Ensure ongoing compliance with consumer laws

## 7. Version Control

Version	Date	Author	Changes
1.0	05/09/2025	R. Beckett	Initial returns policy creation
1.1	05/09/2025	R. Beckett	Added BNPL disclaimer, medical products clause, Equality Act note, d

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## 8. Contact Information

### For returns and product queries:

- Email: [no1urbanaesthetics@gmail.com](mailto:no1urbanaesthetics@gmail.com)
- Phone: 01782 444086

**Returns Coordinator:** Rebecca Beckett (Head of Clinical Governance)

### Regulatory Bodies:

- Trading Standards
- Consumer Protection

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