

SIMON OURIAN M.D.

Shipping & Return
Policy

2025

Contents

1. SHIPPING AND DELIVERY CHARGES.....	3
2. ORDER TRACKING	3
3. DELIVERY LOCATIONS	3
4. RETURN POLICY.....	3

Shipping Policy

Last Update February 2025

1. SHIPPING AND DELIVERY CHARGES

Our warehouse will select the most efficient and suitable shipping carrier for your market. Shipping costs for your order depend on your location and the quantity purchased, and these will be displayed at checkout.

Additionally, free shipping is available for orders that exceed a specified purchase volume threshold as follows:

Country	Free Shipping above
England, Scotland, Wales	£70
Germany, Austria, Netherlands, Belgium, France, Spain, Italy, Portugal	100 €
Switzerland, Lichtenstein	120 CHF
Poland	400 zł
Sweden	1200 Kr

Deliveries to countries within the European Economic Area or Switzerland generally take 1-5 business days. However, in exceptional circumstances, there may be variations in the specified delivery time and availability. For orders shipped outside the European Economic Area, excluding the UK and Switzerland, additional local import fees and customs duties may apply. It is the customer's sole responsibility to pay all customs duties and import fees, which may be due upon delivery.

2. ORDER TRACKING

Once your order has been shipped, you will receive a confirmation email with a tracking number and a link to track the package's progress. Please be aware that our logistics partner operates Monday to Friday during regular business hours and generally requires a signature upon delivery. If an item is lost or damaged, please notify our customer service team promptly at conciierge@simonourianmd.com.

3. DELIVERY LOCATIONS

We provide international shipping. Orders shipped outside of the European Economic Area, excluding Switzerland and the UK, are subject to Delivery Duty Unpaid (DDU) terms. This means that additional local import fees, customs duties, or other charges related to special shipping conditions may apply. All customs duties and import fees are the customer's sole responsibility and may be due upon delivery. For further information, please contact our customer service team for assistance with any inquiries

4. RETURN POLICY

February 2025

The Customer has the right to withdraw from the contract within 30 days without having to provide a reason. The 30-day withdrawal period begins on one of the following dates:

- a) The date on which the Customer, or a third party designated by the Customer (other than the carrier), takes physical possession of the products.
- b) For contracts involving multiple products ordered together but delivered separately, the date refers to when the Customer, or a third party designated by the Customer (excluding the carrier), takes physical possession of the final product.
- c) For contracts involving the delivery of a product in multiple shipments or parts, the date refers to when the Customer, or a third party designated by the Customer (other than the carrier), takes physical possession of the final shipment or part.
- d) For contracts involving the regular delivery of products over a specified period, the date refers to when the Customer, or a third party designated by the Customer (excluding the carrier), takes physical possession of the first product.

To exercise the right of withdrawal, the Customer must clearly inform SOMD of their decision to cancel the contract. This can be done, for example, by sending an email to concierge@simonourianmd.com. Although a sample withdrawal form is included in Annex 1 of the Terms and Conditions, using it is not required for notifying withdrawal.

- To meet the withdrawal deadline, it is sufficient for the Customer to send their notification regarding the exercise of the right of withdrawal before the withdrawal period expires.
- If the Customer withdraws from the contract, SOMD agrees to promptly refund all payments received from the Customer, excluding delivery and return costs, within 30 days of receiving the returned items. The reimbursement will be processed using the same payment method used for the initial transaction, unless an alternative arrangement has been explicitly agreed upon with the Customer.
- SOMD reserves the right to withhold reimbursement **until the products have been received at the warehouse.**

Customers are required to reach out to concierge@simonourianmd.com to request the return of a shipment.

- The customer will receive a shipping label from concierge@simonourianmd.com
- The Customer is responsible for the cost of returning the products, and the fee will be deducted from the refund:

Country	Return Fee
England, Scotland, Wales	10 £
Germany, Austria, Netherlands, Belgium, France, Spain, Italy, Portugal	10 €
Switzerland, Lichtenstein	10 CHF
Poland	40 zł
Sweden	110 Kr

- Without undue delay, and no later than 30 days from the date the Customer notifies SOMD of the contract withdrawal, the products must be returned. The deadline is considered met if the Customer ships the products before the 30-day period expires.
- The Customer will be responsible for any reduction in the value of the products only if it results from handling the products in a way that exceeds what is necessary to assess their condition, features, and functionality.
- There is no right of withdrawal for personalized products due to their customized nature. Once an order for personalized products has been placed and accepted, you cannot cancel the order.
- For hygiene reasons, the right of withdrawal does not apply to hygiene products and cosmetics that have been opened, tested, or no longer meet the hygiene standards of Simon Ourian M.D. Customers are requested to contact concierge@simonourianmd.com before initiating a return shipment.
- If a product arrives damaged or defective, the customer may request a return for a replacement or repair, in line with their statutory rights. Proof of the issue may be required before processing the return or replacement.

For general information on returns and to access a sample return form, please refer to the Terms and Conditions on our website at simonourianmd.com