

Returns and Refund Policy

At Derma Natura, we prioritize our customers' satisfaction above all else. Our commitment is to ensure that you are completely satisfied with your experience, and we are dedicated to providing you with the support and assistance you need. Please take a moment to review the following terms and conditions regarding our returns policy:

1. If your product exhibits any defects, such as leaking or a faulty nozzle, please reach out to us within 7 days of receiving your order.
2. You can contact us via email at info@dermanatura.co.za.
3. Please ensure that the product is securely packaged to prevent any damage during transit.
4. When returning a product, make sure to include both the bottle and the carton.
5. Double-check that the package is properly addressed and clearly labelled with "DERMA NATURA— RETURN."
6. Coordinate with your courier service to arrange for the package to be collected and sent to the following return address: Attention: DERMA NATURA— RETURN 13 Lantau, 58 Anthony Road, Umgeni Park, Durban, South Africa, 4051
7. Once the return has been processed, you will receive an email notification regarding the outcome. If the return is accepted, the refund will be credited accordingly.

Terms and Conditions:

1. No refunds will be issued for products that have been used.
2. All refunds require the invoice to be returned along with the product; unfortunately, we cannot process a return without it.
3. Derma Natura cannot be held responsible for returns sent to an incorrect address.
4. The shipping costs for returns are the customer's responsibility.
5. Original shipping costs will not be refunded.
6. Please allow 4 to 5 working days for the return process to be completed.
7. Derma Natura cannot provide refunds for items purchased from third-party suppliers. Refund requests for products bought from other suppliers must be directed to the respective supplier, including Takealot.