

## Skinsiderations Customer Service

To inquire about an order or to place an order, you can reach a Customer Service representative by calling 1-336-760-4710 or

Toll Free 1-800-460-3403 , Monday through Friday, 9:00 AM to 5:00 PM EST. You can also e-mail order related inquiries only to [info@skinsiderations.com](mailto:info@skinsiderations.com), but due to security issues, please do not include orders or credit card numbers in your message.

Because we understand how important both privacy and security are to you, we'd like to assure you that personal and credit card information included in your skinsiderations.com order is kept confidential. For more information, click on [Privacy and Security Information](#).

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### How to Order

We've tried to make shopping online with Skinsiderations.com easy and quick by using shopping cart technology. It allows you to add any product you're interested in to your order by simply pressing a button. Here's how:

- Select the quantity of the product you wish to buy. Click the "**Add To My Order**" button next to the item. You can check the contents of your order and your current total at any time during shopping by clicking the "**View My Order**" button.
- Should you change your mind at any time while shopping, you can switch quantities or delete any item from your order or even cancel the entire order.
- When you want to submit your order, click the "**Checkout**" button from the menu. You'll see the contents of your order with your current total and any additional fees.
- To complete the process, simply click the "**Continue Checkout**" button, fill out the order form, and click on the "**Submit Order**" button.
- Immediately after you click on the "**Submit Order**" button you will see an Order Confirmation page that also has your La Prairie order number. Make sure to retain it for future reference, either by copying it down, or by printing this page.

If any of the information you enter is not valid, you will be returned to the order form and asked to correct it. Once your order has been successfully placed, we will send you an email confirming shipment with your Tracking Number. Please refer to your Skinsiderations Order Number when inquiring about a shipment.

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### Shipping

Currently we can only ship product in the United States . We use UPS Ground and USPS Priority Mail to ship to our customers. However, all shipments go ground UPS unless otherwise specified. UPS offers more

detailed tracking information for your order. **Shipments to Hawaii , Alaska and P.O Boxes customers must select USPS Priority Mail.**

### **Returns**

Returns can be made on any product up to 30 days of purchase. Items must be returned in original packaging unopened and/or safety seal not broken. Items will only be refunded if accompanied by original invoice. Refunds will be processed and credited via original form of payment within 4-6 weeks. There is a 15% restocking fee on all returned items. Sorry, shipping and handling fees are not refundable.

### **Exchanges**

Exchanges can be made on any product up to 30 days of purchase. Items must be exchanged in original packaging unopened and/or safety seal not broken. Items will only be exchanged if accompanied by original invoice. If an exchange produces a credit, your account will be credited accordingly. If an exchange produces a balance your account will be charged accordingly. Sorry, shipping and handling fees are not refundable.

### **Damages**

Damaged items must be reported within 2 working days of receipt of your order. Items will be replaced with an identical product at no charge and only if accompanied by original invoice. Please, contact Piedmont Cosmeceuticals, Inc.

For returns or exchanges send the unopened item to:

**Piedmont Cosmeceuticals, Inc.**  
765 Highland Oaks Drive, Suite 100  
Winston Salem , NC 27103

### **Return Confirmation E-mail**

After we receive your returned item and it is processed, you will receive a Return Confirmation e-mail, if an email is listed in the original order. The message contains information about your refund as well as details regarding credit or balance. Please note returns can take up to 4-6 weeks.

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## **Privacy Policy**

Thank you for visiting Skinsiderations.com. Skinsiderations is committed to protecting your privacy.

### **Topics covered in this policy:**

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## **What our Privacy Policy Covers**

This Privacy Policy covers any personal information that Skinsiderations obtains from you when you use services on our site. This policy does not cover the practices of companies that Skinsiderations does not own or control, or the actions of people that Skinsiderations does not employ or manage.

Our Privacy Policy may change in the future. We invite you to check back periodically to see if we have made any changes. If we make any material changes, we will post a notice on our home page.

By using this site, you agree to the terms of our policy. For more information about the terms of use for this site, please visit our [legal page](#).

## **What Personal Information is Collected**

Depending on how you use Skinsiderations, we may ask you to share personal information with us. *Whether you choose to give Skinsiderations information is completely up to you, but keep in mind that if you withhold information, you may not be able to use some of our services.*

## **When Personal Information is Collected**

Skinsiderations will ask you for information, including some personal information, if you use one of several services:

### **Becoming a Registered User.**

In order to register, you need to share some personal information, such as your name and e-mail address. You do not have to be a registered user to visit Skinsiderations.com's web pages. But, you will have to register if you want to place orders or make full use of our services.

### **Making a Purchase.**

When you buy something on Skinsiderations.com, you have to supply a billing address, phone number, shipping address, and credit card information. By making a purchase, you become a registered user of Skinsiderations.com. You can choose to store information needed to make a purchase, such as your credit card number, shipping and billing addresses in the My Account - Profile page. If you change your mind about storing this information, you can amend or delete it by going to the relevant area of the My Account-Profile page and following the instructions. You can access this section using your registration password.

### **Sweepstakes, Contests and Surveys.**

If you enter a sweepstakes or contest, or answer a survey, you will become a registered user (if you aren't one already). We may also ask you for some demographic information, such as your age. If you choose not to answer, you probably will not be able to participate in the sweepstakes, contest or survey.

## **How Skinsiderations Protects Your Information**

We realize that our customers trust us to protect their personal information. We take that task seriously. We maintain physical, electronic and procedural safeguards to protect your personal information. For example:

We use industry-standard Secure Sockets Layer ("SSL") authentication to guarantee the confidentiality of online transactions made on our site. SSL authentication and encryption of the information that you send to us over the Internet helps protect your online transaction information from third party interception.

- We never display your full credit card number once it has been entered. We will only reveal the last four digits of your credit card for verification purposes.
- We urge you to protect your own privacy. We recommend that you do not share your password with anyone or share your password in an unsolicited phone call or e-mail.

Unfortunately, despite all of our efforts, there is always a risk that third parties may unlawfully intercept transmissions. This reality is true of all Internet use. As a result, we cannot ensure the security of any information you transmit, and you transmit all information at your own risk.

## **How Skinsiderations Uses Your Personal Information**

Skinsiderations collects personal information primarily to make our services more rewarding for you to use. We usually use this information for internal purposes, such as studying our customers' preferences. We may also use your information to contact you for account and promotional purposes.

In the event that another company buys the assets or stock of Skinsiderations.com, your personal information may then belong to another entity.

## **How to Avoid Receiving Newsletters and Other Skinsiderations.com Materials**

We use e-mail addresses to send out newsletters and other announcements with information about Skinsiderations.com's new products, gifts and special features. When you register, you can choose not to receive these announcements by opting-out of delivery. If you receive an e-mail and want to avoid further messages, look at the end of the e-mail for instructions on how to remove yourself from the mailing list. You can also edit your e-mail preferences at Skinsiderations.com's My Account - Profile.

## **Who Views Your Personal Information**

Skinsiderations may share your personal information with companies that perform services for us, such as fulfilling orders, delivering packages, sending postal mail and e-mails, analyzing data, providing marketing assistance, processing credit card payments, investigating fraudulent activity, conducting customer surveys, and providing customer service. They have access to personal information needed to perform their functions, but may not disclose your personally identifiable information for other purposes.

Some personal information is stored on servers owned by other companies. Only Skinsiderations has the right to access this information.

We currently share aggregate information about our customers with advertisers and marketing partners. This information does not identify individual users.

Personal information may be disclosed if required by law.

Skinsiderations does not currently sell or license personal information. Before selling or licensing your personal information, we will post a notice in this Privacy Policy and on our home page.

At this time, Skinsiderations does not share any personal information with its affiliates. It is possible that this policy will change in the future. If we do decide to share information with our affiliates, we will post a notice in this Privacy Policy and on our home page.

## **Children Under 13**

You can look at our site, but you cannot make a purchase. You also cannot become a registered user, or use any service that asks for personal information. Our site is not designed for children. We do not wish to collect personal information from children under 13.

This policy is designed to protect children. Federal law requires us to take special steps to safeguard children's privacy. For more information about this federal law and about children's privacy, [click here](#).

If you register with us and we discover that you are under 13, we will delete your registration. We will send you a message if we do this. If you are under 13 and want to make a purchase, please ask a parent to place the order for you.

## **Cookies on Skinsiderations.com**

We collect some anonymous information about how you use the site by setting and accessing cookies on your computer. These cookies track information such as how often you visit our web site, what pages you view, and where you go after you leave the site. The cookies track your computer, not you. They are not connected to any personal information about you.

**Questions About This Policy**

If you have any questions about this Privacy Policy, or the content or practices of our website, you can contact Skinsiderations directly at:

**Piedmont Cosmeceuticals Inc.  
765 Highland oaks Drive, Suite 100  
Winston Salem , NC 27103**

or [info@skinsiderations.com](mailto:info@skinsiderations.com)