

Return Authorization

Valid for 15 days from date of issuance

Return and Exchange Instructions

New Item

We will gladly accept any new products that are returned within 30 days from the date of purchase, a 5% restocking fee will apply. The product must be in new condition, unused and in their original packaging. Original shipping charges are non-refundable. Customers are responsible for shipping charges on returned items. We do not accept CODs

Non-Returnable Items

We cannot accept returns on opened or used products including oils, lotions, and cremes. BIOTONE accessories and sales tools including music, books, videos, DVDs, sheets, face cradle covers and all marketing materials, are non-returnable.

Defective/Damaged Products

In the case of a defective or damaged item, we will gladly exchange it for the same item if reported within 30 days of purchase date. BIOTONE will refund shipping costs on damaged merchandise or mis-shipments.

3 Steps for Return or Exchange

1. Reason for Return:

- Changed Mind Quality not as Expected Damaged Late
- Ordered incorrect item. Correct Item #: _____
- Wrong Item Shipped. Correct Item #: _____
- Defective: _____
- Other: _____

2. Method of Return:

- Refund money in the form it was paid Exchange for the same item
- Exchange the item for Item #: _____

3. CALL Customer Service at 1-800-445-6457 for a Return Authorization Number

RA#: _____ Order #: _____

Comments: _____

FROM: _____

BIOTONE®

Professional Massage & Spa Therapy Products

4757 OLD CLIFFS ROAD
SAN DIEGO, CA 92120
RA# _____