

NOUVEAU CONTOUR[®]

MASTERS IN MICROPIGMENTATION

Return Policy

Our goal is to ensure your complete satisfaction

If, for whatever reason, you are dissatisfied with your purchase, you can return it to Nouveau Cosmetique within 30 days of purchase date subject to conditions below. Claims for missing items or items damaged in transit must be received within five business days of receipt of merchandise.

Refunds & Credits

Refunds on returned items will be issued in the same payment form as tendered at the time of purchase, unless otherwise notified. Once we receive and inspect the product we will credit your account. Please allow 5-7 days for a credit to appear on your account. If payment was made by check, the refund check will not be issued before 10 business days after the date of purchase.

Exchanges

If the item was sent back for an exchange, please allow 3-5 business days from the date of receipt by our office for the replacement to be processed.

Conditions

Please read all conditions below. If conditions are not met, Nouveau Cosmetique reserves the right to refuse the return or to charge a restocking fee not less than 15%.

- All returned or exchanged items must be in new condition, in their original box, and must include all packing material, blank warranty cards, manuals, and all accessories.
- Nouveau Cosmetique is not responsible for personal data or items left in returned merchandise.
- Nouveau Cosmetique is not responsible for any consequential or incidental damage resulting from the misuse of Nouveau Contour products such as devices, pigments or needle cartridges.

No Return/Exchange on the following:

- Permanent Makeup Devices once any of the packaging has been opened or the product has been used.
- All consumable items (needle cartridges, pigments etc.) once unwrapped.

All Nouveau Cosmetique equipment must be registered with Nouveau Cosmetique within 30 calendar days of date of purchase for the warranty to be in effect. Failure to do so will be considered a forfeit in warranty coverage.

Manufacturer defective product (Permanent Make up devices and Handpieces) will be repaired or replaced under warranty guidelines once it has been inspected and ruled a defect. (See your device manual for warranty overview or contact Nouveau Contour directly)

Defective items (Needle cartridges, pigments and miscellaneous permanent makeup supplies) will be exchanged for an equivalent item or a credit issued for equivalent cost at Nouveau Cosmetique's discretion.

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