

# MURAD RETURN POLICY

At Murad, we are committed to helping you achieve the beautiful skin you deserve. If for any reason you are not completely satisfied with our products, please first call our Customer Care Team at 310-765-1520 and a team member can help you return your product. Murad stands behind its products with a 60-day money-back guarantee (from ship date) on all products purchased directly from Murad. This means if for any reason you are not completely satisfied, you can return the products back to Murad for a full refund of the purchase price, even if the bottles are empty (less shipping and handling).

## HOW TO RETURN YOUR PRODUCT

1. **Call Customer Care at 310-765-1520 for a Return Merchandise Authorization number (RMA#).** An RMA# is required in order to process return and issue credit. **Returned merchandise received without an RMA# will not be automatically refunded.**
2. Write the RMA# clearly in the box below and on the outside of your return package. Please include this packing slip inside your return package. We also recommend that you keep a copy for your records.
3. Please use the original packaging, if possible, and seal the package securely with tape. Murad is not responsible for return postage, the cost of insurance, or lost or undelivered items.
4. Send the package to the following address:  
**Murad.com c/o  
DHL Supply Chain  
16550 Heacock St.  
Moreno Valley, CA 92551**
5. Please remember to include your return address on the outside of the package in the top left corner.
6. Please allow 14 business days for Murad to receive and process your return. We will credit or refund the purchase price paid by you for the item(s) less any discounts, rebates, credits or refunds already given to you in connection with such products. The original shipping and handling charges, if any, will not be refunded.
7. If you purchased Murad products a store/spa/salon, please first contact that store directly to inquire about their return policy. If you have any difficulties, please contact us at [saloncusterservice@murad.com](mailto:saloncusterservice@murad.com) or 310-669-3060

**Return Merchandise Authorization Number:**

 ..... PLEASE CUT ALONG DOTTED LINE

**Postage  
Required**

**Murad.com c/o  
DHL Supply Chain  
16550 Heacock St.  
Moreno Valley, CA 92551**