



RETURN/REFUND POLICY

At Mikiya Skin Essentials, we care deeply about your skincare journey and want every experience with us to be a positive one. However, because our products are personal care items, we're not able to accept returns or exchanges once they leave our hands. This helps us ensure the safety, sanitation, and quality of every item we send out.

That said, we know that sometimes things don't go as planned. If you're not completely satisfied with your order, we may offer a refund at our discretion—without requiring you to return the product.

Here's how it works:

- Reach out to us at returns@mikya.me within 20 (twenty) calendar days of receiving your order.
- Share your order details and let us know what went wrong—we'll do our best to make it right - that could include sending out a replacement and/or issuing a refund.
- If a refund is approved, it will go back to your original payment method.

We truly appreciate your trust in Mikiya Skin Essentials and are committed to caring for our customers with kindness and fairness. 🧡