



SHIPPING POLICY

ATTENTION: Mikiya Skin Essentials is only fulfilling domestic orders within the United States.

SHIPPING METHODS AND CHARGES

At Mikiya Skin Essentials, we want your products to arrive quickly, safely, and with all the necessary information. Orders are generally shipped within two business days (excluding weekends and holidays). You'll receive a confirmation email once your order has been placed, and another email with tracking details once your package ships.

Shipping rates are calculated at checkout based on your location and the size of your order. Delivery times may vary depending on your location and chosen shipping method. Please note: holidays and high-volume seasons may cause slight delays.

PACKING SLIPS

A packing slip is included in each shipment. It contains the order number, name, product name, price, and the amount and method of payment. We encourage customers to keep the packing slips for personal accounting records. Package tracking is available through most major carriers.

SHIPPING DISCREPANCIES

If your order arrives damaged or is not received at all, or if you encounter any issues with your shipment, please contact us at shipping@mikiya.me. We will reply within 48 business hours to discuss the next steps to resolve the matter.

When you receive an order, check the products against the packing slip to ensure there are no discrepancies or damage. Please notify Mikiya Skin Essentials of any shipping discrepancies or damage as soon as they are discovered. Failure to notify Mikiya Skin Essentials of any shipping discrepancy or damage within 5 (five) business days of receipt of shipment will forfeit your right to request a correction.

RETURNS

Because our products are personal skincare items, we do not accept returns or exchanges. If you experience an issue with your order, please reach out to us at returns@mikiya.me —we're here to help and will do what is reasonable to make it right. See our [Returns Policy](#) for more details.