



Refund Policy

All products must be returned within 90 days of purchase, however, as a courtesy gesture, this has been extended for you. Please enclose a copy of your receipt and the Merchandise Return Authorization Form. Please be advised without a reference number your return will NOT be processed.

Unopened products can be returned for an 85% refund (a 15% restocking fee is charged). Products that have been opened or used can be returned for a 100% store credit. This credit can be used to purchase any of our skin care, body care, hair care and bath care products.

A 100% refund can be issued for the returned products if you include a note from your doctor confirming an allergic reaction or recommendation to discontinue use of the products, or a photograph showing the reaction.

**** Please be advised without an Reference number your return will NOT be processed.****

Return your package (**merchandise only**), obtaining a tracking number, Reference number must be placed on package and sent to:

Steiner Management
c/o UTi, Inc.
12200 NW 25 Street, Suite 115
Miami, FL. 33182

All correspondence (paperwork, photos and statements) must be mailed separately to:

**Steiner Management Services
Attention: STO Customer Service
770 South Dixie Highway
Suite 200
Coral Gables, FL 33146**

****Please note that products can not be dropped off at this location and must be mailed, our apologies for any inconvenience.****

Once we receive all of the required items you will be sent a letter confirming receipt of your products and the amount of your refund (please allow time for processing). The refund may take 4-6 weeks from the time we receive the products, thank you for your continued patience.

Shelle Molina
Customer Service Representative
Steiner Management Services
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