



RETURNS POLICY

At Symmetria Clinic and Medi Spa, we are committed to helping you love your purchases. If for any reason you're not happy with your order, please don't hesitate to contact us at info@symmetriaclinic.co.uk and let us know how we can help.

Due to the nature of the products, we do not offer a returns policy once the product has been opened.

Symmetria will provide a full refund within 14 days if there is a fault with the product. Please note we are unable to offer return postage at this time and must be paid for by the customer. The product must be received in the original packaging.

Returns must reach us no later than 14 days from the date the order was received. Unfortunately, we will not accept returns after this time.

We cannot accept any returns on ZO® Skin Health products unless they are damaged or faulty. This must be agreed with us before returning the item(s), they must be returned to Symmetria Clinic and Medi Spa.

Please email us before returning any items, as without prior consent we may not be able to issue a refund.

Return Address:
Symmetria Clinic
88 St Mary's Road,
Garston,
Liverpool,
L19 2JG.

Team Symmetria