

Online Shopping Policy

All orders and purchases made through this website are subject to the Online Shopping Terms and Conditions outlined below. These Online Shopping Terms and Conditions may change from time to time without prior notice, at our discretion.

Please make sure you have read our Privacy Policy and Terms and Conditions related to the use of this Website.

This website is owned and operated by Dona Lucia Esthetics Salon Inc. All orders and purchases made through this website shall be subject to these Online Shopping Terms and Conditions.

Processing Times

Once you have placed your order, it will normally be processed within 1-2 working days.

While we process orders as promptly as possible, please be advised that during holidays or high-volume times, orders may take longer.

In Store Pick Up

When you select in store pick up you must wait until you have received an e-mail notification notifying you that your order is ready. We try our best to get to in store pick ups as soon as possible (and in most cases under 24 hours) but in the off chance that inventory is off on the computer (technology can be wrong sometimes) we want to let you know of any discrepancies before you take the time out of your day to come to the store to pick up your items.

Order for in store pick up must be picked up within three weeks, or we will issue a refund minus restocking fee!

Order Discrepancies

From time to time on the website it will say we have something in stock and when we go to fulfill your order it may be out of stock. In this situation we will refund you right away, unfortunately this is an issue that can happen and although we try

our best to ensure our website is always up to date, there is always a chance it could happen. If this situation occurs we try our best to let you know as soon as possible on the next business day (if you order on a weekend or a stat holiday you may not be notified until the next business week day).

can be delayed. If a pre order is delayed more than two weeks you are more than welcome to contact us at hello@thelocalspace.ca to cancel your pre order.

SHIPPING

All orders ship from British Columbia. Once you have placed your order, it will normally be shipped within 5 working days.

Orders over \$150 ship for free! .

Lost or Stolen Packages

Dona Lucia cannot be held responsible for the following: delays caused by weather, mechanical failure or other acts beyond our control, carrier's package delivery discretion, incorrect or incomplete addresses input by the customer on the original online order, lost or stolen packages.

Incorrect or Damaged Goods

If we shipped the wrong item or the item arrived damaged, please contact us within 5 days of receipt at donaluciaesthetics@gmail.com

Please provide your order number and a photo of the damaged product and shipping materials to.

We will happily replace any missing or damaged items at no additional cost, provided they are reported within 72 hours of order delivery.

Failure to contact us promptly voids any responsibility we may have had.

Returns

Due to the nature of our products we CANNOT accept returns or exchanges of opened products. For unopened, undamaged products we may offer a store credit, within 14 days of return!

We do not refund any shipping & handling charges.

If you have any allergies or sensitivities, please check all ingredients before purchasing. We are not responsible for allergic reactions.