

**In order to request a refund, the original packaging and original receipt are required. It is therefore important to ensure that you have these two items before continuing. Thank you for your understanding.**

General Terms and Conditions:

- By participating in this offer, you agree to all of the following terms and conditions.
- This offer only applies to the following product: Remescar Sagging Eyelids 8ml – EAN 5 425012 532748
- The offer only applies to persons with an Australian bank account number and an existing address in Australia.
- This offer only applies in Australia between 01/01/2019 and 31/12/2019.
- The request for a refund (see below) must be submitted within 30 days after purchase. The refund will be made via bank transfer within around 6 to 8 weeks.
- The offer is restricted to one refund per family (same name, address or bank account).
- The product cannot be exchanged in return for cash in pharmacies.

How do you ask for your money back if you are not satisfied?

1. Circle the date and the price of your REMESCAR Sagging Eyelids on your original receipt.
2. Write down your contact details (name, full address, e-mail address, bank account number in IBAN/BIC format) and the reason for your dissatisfaction on a piece of paper.
3. Send a recorded delivery package containing the original receipt (copies are not accepted), the guarantee card you find in the packaging, the original packaging and a cover letter within 30 days after purchase (postage stamp serves as evidence) to:

**REMESCAR Sagging Eyelids MONEY-BACK GUARANTEE**

**Key Sun Laboratories**

**16 Jubilee Avenue,**

**Warriewood, NSW, Australia, 2102**

**Ph: +61 2999 2525**

Important:

- Any request for a refund that does not comply with the conditions of the offer will not be considered.
- Any proof of purchase or covering letter considered to be illegible will be regarded as invalid, and participation in the offer shall be excluded.
- Postage costs shall not be refunded.

The personal details provided by the participant to Key Sun Laboratories in connection with this offer are subject to the applicable national privacy legislation. Your personal details will not be disclosed or sold to third parties.

Key Sun Laboratories cannot be held responsible for any errors in the information provided by the participant to Key Sun Laboratories in connection with this offer.

Key Sun Laboratories cannot be held responsible for loss of the proof of purchase.

This offer is intended to provide equal opportunities to all participating consumers, meaning that the rules on good faith must be strictly observed. In the event of misuse, fraud or manipulation, Key Sun Laboratories is entitled to exclude participants or groups of participants from the offer. Key Sun Laboratories is entitled to do this on grounds of suspicion, and is not bound to inform the participant of this or to provide evidence to this end.

Key Sun Laboratories retains the right to make changes to this offer or to its period of validity and/or regulations if unforeseen circumstances beyond its control so require. Key Sun Laboratories cannot be held liable if the offer must be interrupted, postponed or cancelled due to circumstances beyond its control. In all cases not expressly covered by these General Terms and Conditions, the decision will fall to Key Sun Laboratories. There shall be no opportunity for appeal against this decision.

The terms and conditions of the money back guarantee do not replace or exclude the purchaser's rights under Australian Consumer Law.