

returns/refunds/replacement

100% Refund - unopened product returned within 30 days of the delivery date

To obtain a 100% refund of the original purchase price of your product, it must be returned to us in an unopened, resaleable condition within 30 days of the delivery date. Please note that you must pay return shipping to our factory, and the shipping cost is not included in the refund. Please ensure the product is packed carefully, as we can only give a refund on products we can resell. Representatives wishing to return a Bonus Protection or Autoship order will be charged a 20% restocking fee, and will therefore receive an 80% refund.

Credit or Exchange - opened product returned within 30 days of the delivery date

If for any reason you are unhappy with your product after you have opened it, you may return it to us within 30 days of the delivery date and we will provide a credit or exchange for the same value product. Please note that if you wish to exchange the unwanted product for another same value product, you must pay the return shipping to our factory and the shipping cost for us to send the replacement product back to you. If you choose the credit option, we will create a voucher that is applied to your account and is automatically used on your next order. You will see the voucher during the checkout process.

Replacement - damaged product, faulty product, shipment error

In the unlikely event that a product is damaged in transit, the product is leaking or faulty, or we sent you the incorrect product, please contact us within 7 days of the delivery date for replacement. If we require the product to be shipped back to us, we will pay the shipping cost. We may require you to send us photographic evidence of the damaged parcel and/or product, faulty product, or shipment error for insurance purposes.

How to return a product

1. Contact our office to request a Return Authorisation Number (RAN). Please note, unauthorised returns will not be accepted (without an RAN) and will be returned to the sender. You may either phone our Customer Service Department on AU +61 (07) 5539 2011 or US +1 612 284 3970, or email us at returns@miessence.com.
2. Once our Customer Service Department has authorised the return and issued you an RAN, please ship the product to the address below:
ONEgroup RETURNS
27 Expansion Street
Ashmore, QLD, 4214, Australia

You must include your name, phone number, and a copy of your original invoice in your returned package. Please note that for security reasons the RAN must be displayed on the outside of the parcel with your details (e.g. Your Name, Your Street, Your City or Town, Refer: RAN 123). We recommend you use traceable shipping to ensure your return can be tracked and is not lost in transit. Please remember that the product must be returned within 30 days of the delivery date.

3. Upon receipt of the products, our Customer Service Department will review the items and approve the return. Please allow up to 30 days from the date your return is received for it to be processed. You will receive an email once the refund has been issued. Authorised refunds will be reversed via original payment method.

Note: Product from the USA will be provided a special return address along with the Return Authorisation Number (RAN). For all other countries, product will be returned to the above address.

Note: Government regulations regarding refunds may vary. We will comply with all local laws pertaining to refunds, regardless of the above policy.

Note: Botanical Perfumes and Essential Oils are excluded from this return policy unless faulty.