

Refund Policy

We don't accept refunds on our products and online training, please choose carefully when purchasing.

Exchanges

To exchange for a different size or product, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

To start an exchange, please contact sdlashes@outlook.com and we will assist further for an exchange.

Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

You can always contact us for any enquires about refund policy at sdlashes@outlook.com

Online Course Policy

By enrolling and paying for the selected course, below terms and conditions are applicable:

1. Any material from the course is subject to copyright and cannot be replicated.
2. By enrolling into the selected course you are entering into an agreement to proceed with payment, by full payment or direct debit instalment plan.
3. Please choose carefully as courses are non-refundable due to the immediate distribution of kits and online log in details.
4. It is the student's responsibility to adhere to their countries or states rules and regulations on performing Eyelash Services on clients
5. Cyanoacrylate based adhesives may require a chemical licence depending on the country of residence. This is not applicable in Australia.
6. Students are not to pass log-in details or any online or manual information to anyone other than the student registered with Simply Divine Lashes.
7. Students are not able to transfer the course to another person.
8. If payment plan cost's have been missed, this will result in cancelling the students log in with no refund.
9. Simply Divine Lashes courses are not nationally recognised training. In Australia there is no stand alone Eyelash Extensions Course. Australia has a recognised Unit of Competency within a Beauty Package.
10. Even though the online course is lifetime access, Simply Divine Lashes have the right to cancel/remove the course at any time and no refund will be given.

11. Paypal & card fees are added on top of the payment plan course payment and included in the one time payment.

We are here to support you every step- of your lash journey and hope to have you in training shortly.