

Cellagenix Return & Exchange Policy

At Cellagenix, every product is crafted in small batches with care and precision to meet the high standards of skincare professionals and their clients. Because our formulations are made fresh and designed for professional use, maintaining product integrity is our top priority. As such, **all professional purchases—including wholesale and white label orders—are final sale.**

Final Sale Policy

We're unable to accept returns or exchanges on professional orders, including both Cellagenix-branded and white-labeled products—**unless** an item arrives **damaged** or **incorrect**.

Damaged or Incorrect Shipments

If something's not right with your order, we'll make it right.

Please contact us within **5 business days** of delivery by emailing lab@cellagenix.com with your order number and photos of the issue.

Once confirmed, we'll issue a **replacement** or **store credit** as appropriate.

Why We Don't Accept Returns or Exchanges

Because our products are made in **small batches** and intended for **professional use**, they cannot be restocked or resold once they leave our

facility. This ensures that every skincare professional receives fresh, effective, and uncompromised formulations.

We're Here to Help

If you have any questions before placing your order, our team is always happy to support you. We're here to help you select the right products for your practice and your clients.

 **Email us at:** lab@cellagenix.com

 **Call us at:** 831-204-0741

We look forward to helping you take your business—and your brand—to the next level!