

Cancellation Policy (Services)

- To receive a full refund, cancellations for services (e.g., massages, classes, consultations) must be made at least 24 hours before your scheduled appointment or session.
- Late cancellations (less than 24 hours) will be subject to a 50% cancellation fee.
- No shows will not receive a refund.

Refund Policy (Products)

- Refunds for products can be requested within 14 days of purchase. Refunds will be processed to the original payment method.
- Products must be in their original condition and packaging for a full refund.

Exchange Policy

- Exchanges for products can be made within 30 days of purchase. Items must be in original condition.

For cancellations, refunds, or exchanges, please contact us at admin@kicolife.com.