

SHOPPING POLICY

Last Updated: June 2026

Thank you for shopping with Look Me Cosmetic Pvt. Ltd. We are committed to providing genuine, high-quality hair care and cosmetic products.

ORDER PROCESSING

- Orders are processed within 1–2 business days.
- Orders received on public holidays or weekends may be processed on the next business day.
- Customers will receive order confirmation via email, SMS, or phone call.

PRICING

- All prices are listed in Nepalese Rupees (NPR).
- Prices include applicable taxes unless stated otherwise.
- Look Me Cosmetic reserves the right to modify prices without prior notice.

DELIVERY

- Delivery is available throughout Nepal.
- Delivery times vary depending on location.
- Estimated delivery:
 - Major Cities: 1–3 business days
 - Other Districts: 3–7 business days

CUSTOMER RESPONSIBILITY

- Customers must provide accurate shipping information.
- Delays caused by incorrect addresses or unavailable recipients are the customer's responsibility.

PRODUCT AUTHENTICITY

- All products sold by Look Me Cosmetic are genuine and sourced directly from manufacturers or authorized distributors.

ORDER CANCELLATION

- Orders may be cancelled before dispatch without penalty.
- Once dispatched, cancellation requests may be declined.

LIMITATION OF LIABILITY

- Look Me Cosmetic shall not be liable for delays caused by natural disasters, strikes, transportation interruptions, or other circumstances beyond our control.

CONTACT INFORMATION

Look Me Cosmetic Pvt. Ltd.
B.P. Chowk, Saguri Galli, Itahari-6, Sunsari, Nepal

Email: info@lookmecosmetic.com

Office: 025-586765

Customer Care: 9820147200

Technical Support: 9820147196

Website: <https://lookmecosmetic.com>

RETURN, EXCHANGE & REFUND POLICY

Last Updated: June 2026

CUSTOMER SATISFACTION GUARANTEE

We strive to ensure that every customer receives genuine, safe, and high-quality products. If there is an issue with your order, we are here to help.

RETURN ELIGIBILITY

You may request a return or replacement within 7 days of receiving your order if:

- You received the wrong product.
- The product arrived damaged.
- The product is defective.
- The product has leaked during delivery.
- The product expired upon arrival.

NON-RETURNABLE ITEMS

For hygiene and safety reasons, we cannot accept returns or exchanges for:

- Opened products.
- Used products.
- Products with broken seals.
- Items purchased during clearance sales.
- Free gifts or promotional items.

RETURN REQUEST PROCESS

To request a return:

1. Contact Customer Care within 7 days of delivery.
2. Provide:
 - Order Number

- Customer Name
 - Photos or videos showing the issue
3. Our team will review your request within 48 hours.

APPROVED RETURNS

If approved:

- We may arrange pickup where available.
- Customers may be asked to courier the product to our office.
- Return shipping costs will be covered by Look Me Cosmetic if the error is ours.

REFUNDS

Approved refunds will be processed within 5–10 business days.

Refunds may be issued through:

- eSewa
- Khalti
- Bank Transfer

EXCHANGES

Eligible products may be exchanged for:

- The correct item
- A replacement product
- Store credit

ORDER CANCELLATION

- Orders can be cancelled before dispatch.
- Orders already shipped may not be cancelled.

CONTACT FOR RETURNS

Email: info@lookmecosmetic.com

Customer Care: 9820147200

Office: 025-586765

Corporate Office:

Look Me Cosmetic Pvt. Ltd.

B.P. Chowk, Saguri Galli,

Itahari-6, Sunsari, Nepal

PRIVACY POLICY

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Look Me Cosmetic Pvt. Ltd. ("Company", "we", "our", or "us") respects your privacy and is committed to protecting your personal information.

INFORMATION WE COLLECT

We may collect:

- Name
- Phone Number
- Email Address
- Billing Address
- Shipping Address
- Payment Information
- Order History
- Device and Browser Information

HOW WE USE YOUR INFORMATION

We use your information to:

- Process orders
- Deliver products
- Provide customer support
- Improve our website and services
- Send promotional offers (with your consent)
- Comply with legal obligations

INFORMATION SHARING

We do not sell or rent customer information.

Information may be shared with:

- Delivery partners
- Payment processors
- Government authorities when legally required

DATA SECURITY

We implement reasonable technical and organizational measures to protect customer information from unauthorized access, misuse, or disclosure.

COOKIES

Our website may use cookies to improve user experience, analyze website traffic, and personalize content.

YOUR RIGHTS

You may request access, correction, or deletion of your personal information by contacting us.

CONTACT

Email: info@lookmecosmetic.com

Website: <https://lookmecosmetic.com>

Look Me Cosmetic Pvt. Ltd.

B.P. Chowk, Saguri Galli, Itahari-6, Sunsari, Nepal

TERMS & CONDITIONS

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By accessing or using this website, you agree to these Terms & Conditions.

USE OF WEBSITE

You agree to use the website lawfully and not engage in activities that may damage, disrupt, or interfere with website operations.

PRODUCT INFORMATION

We strive to ensure product descriptions, images, and pricing are accurate. However, errors may occasionally occur.

ORDER ACCEPTANCE

All orders are subject to verification and acceptance by Look Me Cosmetic.

We reserve the right to:

- Refuse or cancel any order
- Limit quantities purchased
- Correct pricing errors

INTELLECTUAL PROPERTY

All website content, including logos, product images, text, graphics, and designs, are the property of Look Me Cosmetic Pvt. Ltd. and may not be copied or used without written permission.

LIMITATION OF LIABILITY

Look Me Cosmetic shall not be liable for indirect, incidental, or consequential damages resulting from the use of our products or website.

GOVERNING LAW

These Terms shall be governed by the laws of Nepal.

CONTACT

Email: info@lookmecosmetic.com

Phone: 9820147200

SHIPPING & DELIVERY POLICY

Last Updated: June 2026

ORDER PROCESSING

Orders are processed within 1–2 business days after payment confirmation.

DELIVERY TIMEFRAME

Estimated delivery times:

- Major Cities: 1–3 Business Days
- District Headquarters: 2–5 Business Days
- Remote Areas: 3–7 Business Days

DELIVERY CHARGES

Shipping charges are displayed during checkout and may vary depending on destination and order size.

DELIVERY DELAYS

Unexpected delays may occur due to:

- Weather conditions
- Transportation issues
- Public holidays
- Government restrictions
- Natural disasters

ORDER TRACKING

Customers may contact Customer Care for shipment status updates. Or customers will get notification of product status at the right time using third party services like Nepal Can move.

FAILED DELIVERY ATTEMPTS

If a customer is unavailable during delivery, additional delivery charges may apply for re-delivery.

PAYMENT POLICY

Last Updated: June 2026

ACCEPTED PAYMENT METHODS

We may accept:

- Cash on Delivery (COD)
- Bank Transfer
- Hamro Pay
- Nepal Pay
- Fonepay
- eSewa

PAYMENT SECURITY

All online payments are processed through secure payment gateways.

PAYMENT VERIFICATION

Orders may be held for verification if unusual activity or payment discrepancies are detected.

PRICING

All prices are listed in Nepalese Rupees (NPR) unless otherwise specified.

TAXES

Applicable taxes are included or displayed separately during checkout.

REFUNDS

Approved refunds will be processed according to our Return & Refund Policy.

PRODUCT DISCLAIMER

Last Updated: June 2026

The information provided on this website is intended for general informational purposes only.

PRODUCT RESULTS

Individual results may vary depending on:

- Hair type
- Scalp condition
- Usage habits
- Lifestyle factors
- Environmental conditions

NO MEDICAL CLAIMS

Our products are cosmetic products and are not intended to diagnose, treat, cure, or prevent any disease unless specifically approved by relevant regulatory authorities.

PATCH TEST RECOMMENDATION

Customers are advised to conduct a patch test before using any new cosmetic or hair care product.

ALLERGIC REACTIONS

Discontinue use immediately if irritation, redness, itching, or discomfort occurs and consult a healthcare professional.

PROFESSIONAL ADVICE

Information on this website should not replace professional medical advice from a qualified healthcare provider.

COOKIE POLICY

Last Updated: June 2026

WHAT ARE COOKIES?

Cookies are small files stored on your device that help websites function properly and improve user experience.

HOW WE USE COOKIES

We use cookies to:

- Remember user preferences
- Improve website performance
- Analyze visitor behavior
- Enhance security

THIRD-PARTY COOKIES

Some services integrated into our website may use third-party cookies, including analytics and advertising platforms.

MANAGING COOKIES

Users may disable cookies through browser settings. Disabling cookies may affect certain website features.

CONSENT

By continuing to use our website, you consent to the use of cookies in accordance with this policy.