

Faqs

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How do I place an order?

To place an order online, simply click the item. You will see the product image and the description. Choose "Add to Cart". You can continue shopping, or update your quantity, or check out from that point. To ensure fast service, please fill out all required information. To finalize your order, submit the order. You will receive a confirmation number. You must use your email address as login name. When you return to order again, you will have an easy login experience.

What is my login name?

Please remember, Asian Skin Care Online asks you to use your email address as your login name. Please make a note of your login information.

What payment types are accepted on cilabo-studio.com now?

Since Dec 1, 2007 Cilabo-studio.com accepts Visa Card, Master Card, Discover Card, American Express and PayPal.

We also accept money order and cashier's check. If you prefer to pay by money order or cashier's check, please send payment with your order to Cilabo-studio.com, 160 Broadway, Suite 707, New York, NY 10038, payable to PMK International Services.

How long it takes to receive my order?

Cilabo-studio.com will ship out your order within two business days of receiving your order from our warehouse in Southern California. We will inform you via email of your order information and the estimated day of delivery. If any back order situations occur, we will inform you immediately by phone or via email.

Most of the packages to the US continental addresses will be shipped by Federal Express Ground service. For Hawaii and Alaska orders, we will charge a second-day service charge of \$23.00 via Federal Express. The standard ground shipping is from 2 to 6 business days. Canada address will cost \$25.00.

Do I have to pay sales tax?

Sales tax may apply to orders depending on shipping addresses. If an item is subject to sales tax in accordance with local tax laws, the tax will be calculated on the total prices of (1) products, (2) shipping if any. The estimated tax amount will appear when you check out and the actual tax amount and the actual charge on your credit card will appear in your order confirmation email when your order is processed.

For shipping destinations within New York State, please add local sales tax for all products excluding health food items. The tax rate can range from 7 to 9.5 depending on the county of your residency. For example, New York City, the sales tax is 8.375%. For Nassau county and Suffolk county, the sales tax is 8.625%. For the shipping destinations outside New York State, there is no sales tax on purchases.

How much is my shipping charge?

If your shipping address is in the US continental states, your ground shipping is FREE.

For Hawaii and Alaska orders, the shipping charge will be \$23.00 (Second Day Service)

For Canada address, the shipping charge will be \$25.00.

For international destinations, the shipping charge will be \$37.00.

What is your company's return policy?

Cilabo-studio.com promises to deliver the best products and maximum service satisfaction to our customers. However, if you are not satisfied with our products, you may return the item(s) for a refund within 30 days of purchase. You will need to include the sales order receipt and the reason for your return. Products used more than 30% or more are not accepted. Shipping charges on returns and original shipping costs are not refundable.

