

# Order & Delivery Policy

The IYAC ONLINE SHOP (IOS) is exclusively for registered clients. We only deliver to addresses within Singapore.

## PLACING AN ORDER

### Step 1 – Create your account

Click on the **LOGIN** button at the top of the page to create your account.

(You will need your email address that you provided when you first registered at IYAC. Please call us at 67389929 during office hours or email us at [info@iyacmedpsa.com](mailto:info@iyacmedpsa.com) for your password.)

Enter your personal details under your account. You only need to do this the first time. Once you save your entries, it will be securely stored with us for your future use. Please change your password for security purposes. Read our Privacy Policy [here](#).

Using your email address and password, you may access your account online at any time.

### Step 2 – Start shopping

Products listed on the Site are categorized by brand, category or skin concern. You can also use the search function at the top of the page to locate a product quickly. Not all of our products are available for online shopping. Please contact us if there is something you wish to buy that is not listed on the Site.

All prices listed are in Singapore Dollars (SGD). The total cost of your order is the listed price of the products plus 7% GST plus delivery fees.

Payment can be made securely online by VISA or MASTERCARD only. Read our Privacy Policy [here](#).

### Step 3 – Check out

Once you have successfully placed an order and checked out, you will receive an email notification to acknowledge the receipt of your order, and you will receive an order number.

## LOCAL DELIVERY

\$9 delivery fee for orders less than \$300. Free delivery on all orders over S\$300 (before gst).

All orders will be delivered within 3 working days. Once your order has been dispatched, you will receive a delivery confirmation email, along with a tracking number for your reference.

Please ensure that there is someone to receive the package at your designated delivery address when the delivery is made.

## RETURNS & REFUNDS

Due to hygiene considerations, all products sold are non-refundable and non-returnable. We do not accept exchange of products that have been opened. Please seek clarification with us should you have any questions regarding our products and services, we will be happy to help you with your concerns **before** you place an order.

## Contact Us

IYAC Medspa  
One Orchard Boulevard #06-04  
Camden Medical Centre  
Singapore 248649  
T: (65) 67389929  
E: [info@iyacmedspa.com](mailto:info@iyacmedspa.com)

## Opening Hours:

Monday–Friday 9am–5pm, Saturday 9am–2pm  
Closed on Sundays & Singapore Public Holidays.