

## COMPLAINTS & INCIDENTS

### **Skin reaction or defective product (incident)**

1. Take a **picture** of the product, note the **lot number**, add as much information as possible, then sent everything to [info@davincia.ca](mailto:info@davincia.ca);
2. A follow-up will be made;
3. We remind you that slight variations in colour or texture between batches are normal since these are natural products. Some ingredients will change depending on the season and the harvest. Other variations are possible based on the condition of your customer's skin.

### **Missing or damaged product in transport (delivery)**

Contact [info@davincia.ca](mailto:info@davincia.ca)