

Returns & Refund

Cancellations

A customer can cancel an order at any time before it has been shipped. We understand that plans can change quick and if for whatever reasons you have chosen to cancel your order you can do so easily from your account dashboard.

If your product has already been shipped, you can choose to return it as soon as it gets delivered.

Certain products that may be made to order cannot be cancelled and you will be notified about such products before checkout.

Returns

Products can be returned due to various reasons which can range from damaged goods to simply not being happy with what your ordered. Whatever the reason for return may be, keep in mind that there is a specific time limit to return your order within. This limit can vary according to products and can range between 7 to 21 days.

Certain products may fall into the 'non-returnable' segment which means they cannot be returned once shipped and delivered due to reasons such as hygiene. Some examples of products that may fall into this segment are dental kits and undergarments.

In case of damaged goods:

If you suspect a problem during delivery or the packaging does not look in the right condition, please take photos and videos before you open the packaging and then after of the product inside in case it is damaged. Evidence may not be mandatory, but it helps create a stronger case and may speed up your replacement or refund process.

Other reasons for return-

If you are returning your product for any other reason, you are free to do so as long as you are within the time limit of returning your product and it's eligible for a return.

Returning process-

In order to return a product, you can get in touch with our customer service team through the contact us page on the website and you will be guided through the entire process. We offer free returns for most items that are unused and undamaged, and pre-paid return shipping labels will be provided at no extra cost. In case pre-paid shipping labels are not available our team will customer tailor a return solution that works best for you.

Refunds

Depending upon your reason for return, or if your package was lost in transit, you can either choose to have the item replaced or get a refund for it. In case of refunds, we will refund the full amount to you as soon as your refund request is approved. Items will be refunded to the original form of payment and it may take 7-10 business days for the amount to reflect in your bank account. Original shipping costs will not be refunded.