

REFUND AND RETURN POLICY

Return Period

Our refund and return policy is valid for 7 days from the date of purchase. If 7 days have passed since your purchase, we cannot offer you a full refund or exchange.

Eligibility for Returns

To be eligible for a return, your item must be unused and in the same condition as you received it. It must also be in the original packaging.

Shipping Charges

- First-time delivery is FREE and will be borne by us
- Return and refund shipping charges will be the customer's responsibility

Damaged Products

In case of damaged products, exchanges will NOT be provided. Only refunds will be processed after proper inspection.

Customer Support

Our customer support team is available 24/7 to assist you with any queries or concerns.

Gift Items

Items marked as "GIFT PARCEL" on the packaging are not eligible for return or refund under any circumstances.

Order Tracking & Payment

- Customers will receive a tracking ID for their orders
- For queries, please contact us via WhatsApp
- Currently, we only accept advance card payments
- Cash on Delivery (COD) services coming soon

Sale and Offer Items

- We release limited quantities of products for each offer
- Not all products will be available on sale
- Sale and promotional items cannot be returned or refunded

Refund Process

Once your return is received and inspected, we will send you an email notification confirming receipt of your returned item. We will also notify you of the approval or rejection of your refund. If approved, your refund will be processed and automatically applied to your original method of payment within 5-7 business days.

Contact Us

For any return or refund inquiries, please contact our customer support team at [your email address] or via WhatsApp at [your WhatsApp number].

This policy is effective as of the date of purchase and may be updated from time to time.