



REFUND POLICY

Our Cancellation & Refund Policy must be read at the time of registration/ purchase of any product. This Policy was last updated on 17-11-2017.

It is important that you check your order or items upon receipt and always before use. If any errors occur or issues arise then these need to be reported to us immediately so we can investigate.

Before attempting to return an order or item you will need to contact our customer service team to request a cancellation and refund against the product/s purchased.

Customers are entitled to return the products within the cooling-off period of 30 days from the date of purchase for a full refund of the value of the product. Please ensure that the items you are returning are unopened and in any original packaging. The refund policy is applicable only for products in marketable condition accompanied with a receipt of purchase.

This policy does not apply to products that have been intentionally damaged or misused.

- Shipping cost charged for the product shipment (if applicable) is non-refundable
- Return shipment cost (if applicable) will be charged to the customer. The customer can opt to ship the product back to our warehouse themselves, in proper condition as it was received with all the boxes and packing material.
- Convenience fee charged against a purchase (if applicable) is non-refundable
- No buy-back/ refund will be entertained post the cooling-off period

We will make the refund using the same means of payment as you used for the initial transaction.

What should I do if my item is damaged/ faulty?

Although we take care to prevent any damage to your goods during transit, it is possible that problems may arise. Please accept our apologies if you have received a damaged/ faulty item.

We request you to not refuse delivery, instead accept the goods and contact us immediately. Please send us any pictures you have of the damage/ faulty item. A member of our team will review the details and offer the best resolution to your query.

Will you refund my shipping cost to return an item?

We are more than happy to refund the shipping costs to return an item, where the return is required due to our error. For instance:

- If we sent you a wrong item
- If the item is damaged or faulty

We will not refund shipping costs to return items which are unwanted or no longer required. These costs will need to be covered by you, again we recommend using a delivery service that insures you for the value of the goods. We will not refund shipping costs to return any item due to reported damage or fault where no error was found in the testing process. Costs of shipping the item back to you will depend on the item and will be communicated to you after the testing process has been completed.

How soon can I expect the refund?

Once we receive the products in marketable condition, it takes 7 to 15 working days for the refund to be processed from our end. Please expect an intimation on email once we process the refund from our end. Thereafter, the bank or credit card companies might take additional time to process the refund back to your account, as per their payment cycle.

In case of any queries related to product replacement or refund, please write to us at contactus@zillonlife.com