

PRODUCT ORDER CANCELLATION, PRODUCT RETURN & REFUND POLICY

1. NaturesPure Product Return & Refund policy for Direct Seller/ Preferred Customer is governed by the Policy & Procedures as mentioned in the ADDENDUM B of Naturespure POLICY & PROCEDURES
2. Products Ordered are Eligible for "CANCELLATION" before the products are picked up for shipping from the Warehouse. Preferred Customer/Direct Sellers can Cancel their order before the product has been shipped. Entire order amount will be refunded in case of Online Payment within 4 to 14 Business days depending upon the payment mode. The full Order need to be cancelled and partial orders cannot be cancelled
3. Preferred Customer/Direct Seller need to inspect the packaging and if found damaged need to inform through Link provided in the Order History immediately after receipt of the products
4. Products marked as "NON-RETURNABLE" on the Product Detail / Listing Page are not eligible for Returns or Refunds
5. Products marked as "RETURNABLE" on the Product Detail/Listing Page can be returned for replacement within 15 days from the time product is received
 - In case of different products sent than the ordered one
 - If product found defective due to manufacturing
 - If the product is received in a damaged condition
 - In case the Preferred Customer/Direct Seller wishes to change or return the product
6. Product returns or replacements will be processed only if
 - Product was not damaged while in your possession
 - Product is returned in original saleable condition
 - Product is saleable and the shelf life is more than 3 months.
7. Products is eligible for replacement only if NATURESPURE has the exact same product as inventory in stock, and if NATURESPURE does not have the exact same product in stock, we will provide a refund.
8. All product replacement is subject to the report of the NATURESPURE when sent back for replacement.
9. Replacement of products will be done after receipt of defective products and due verification of the returned products by NATURESPURE within 4 to 14 Business days
10. NATURESPURE will inform the Preferred Customer/Direct Seller and make arrangement to pick up the defective products through its own Logistic Shipping Partner and also will not charge for the shipping for replacement products if they are sent wrong
11. Refunds will be initiated within 4 to 14 Business days of receiving the request from you and upon authorisation of the refund due to wrong products sent by NATURESPURE
12. Refunds are estimated to be credited in the mentioned bank account or payment modes used for orders, between 4-14 Business days after initiating the refund. Please note that the timing of the actual account credit depends on multiple external agencies such as banks, payment gateways and external couriers (for cheques).

13. For both cancelled orders & returned products (due to defective products delivered), the refund amount will be credited back into the same account (online banking, credit card, debit card etc) that was used to make the purchase.

All product queries concerning and related to product orders, cancellations, returns and product deliveries may be addressed to support@naturespurehealth.in