

5. REFUND AND EXCHANGE POLICY

Purpose:

To ensure customer satisfaction while protecting the business from abuse or fraudulent claims.

Key Provisions:

- **Eligibility:** Refunds/exchanges accepted within 7 days of delivery for unused, sealed products only.
- **Process:**
 - Raise a support request with invoice and photos.
 - Approval required before product return.
 - Once approved, refund/exchange is processed within 7 business days.
- **Shipping Cost:** Customer bears shipping charges unless the issue is due to company fault.
- **Non-Returnable Items:** Customized products, open bracelets, or products damaged due to misuse.