

If you are not satisfied with our product, please contact us by Phone, we'll solve immediately, else you can proceed further to refund policy as mentioned below:

## REFUND POLICY

1. Our products must be in its original unused condition to be returned, unless there is a manufacturer defect, seal/protection must be unbroken. You may request a return within 30 days of the acknowledgement of the product.
2. Please send email to [customercare@netrixwellness.com](mailto:customercare@netrixwellness.com) with a subject to REFUND and we will process for refund against your request. Also, send the Products to company head office or authorized sale point as per billing conditions.
3. Your Package should include a signed letter stating the reason for your return along with the original invoice or delivery challan and ID, ADDRESS Proof to the company with the goods.
4. Refund claims will not be given if an item is open, damaged or if original invoice is unavailable.
5. If you think, you have received the product in a bad condition or if the packaging is tampered with or damaged before delivery, please refuse to accept the package and return the package to the delivery person. Also, please call our customer care at +91-7400002844 or email us at [customercare@netrixwellness.com](mailto:customercare@netrixwellness.com) with a subject DAMAGED PRODUCT mentioning your Direct Seller ID. We will personally ensure that a brand new replacement is issued to you with no additional cost upon acknowledgement of the damaged product. Please make sure that the original product tag and packing is intact when you send us the product back.

The following products shall not be eligible for return or replacement,

1. Any product that exhibits physical damage to the box or to the product after receiving from delivery boy.

2. Any product that is returned without all original packaging including the retail box, originally included with the product at the time of delivery.

3. Any product without a valid, readable, untampered serial number, including but not limited to products with missing, damaged, altered, or otherwise unreadable serial number/Batch number.