

## **Refund & Return Policy**

### **What are the modes of refund available?**

- If you have made an Online Payment the refund is made to your Credit Card, Debit Card or Net banking account. For other forms of Payment like Cash on Delivery or Bank Transfer we make the refund to your Bank Account.
- Your details which we require for refund process are Account Holder's Name, Bank Name, Branch Name, Account Number, IFSC Code.
- Refund of your amount would take 7-10 business days from the date of refund initiation and as per the transaction type

### **What is the cancellation and refund policy?**

- Request for cancellation of confirmed express order should be made within 12 hours of placing the Orders. All the orders dispatched are in accordance with the customer requirements. Hence it becomes challenging for us to cancel them. In case some of the products ordered are not in stock, we make a full refund for those Products, and the same is credited to your account within 7-10 business Days.
- For the refunds made, customers are provided with a Unique reference Id which they can refer to ,if they have some issues with the rebate.

### **What is Naturally Green return policy?**

We have 7 days return policy at Naturally Green. If a wrong/defective product is delivered, then you are requested to send us a photo of the damaged/defective/Wrong Product within 7 days after delivery of your order and we would replace your product. In some cases where you are not satisfied with the quality, you are required to send the Product back to us at your expense, and inform us for the same by an email at [care@naturallygreenindia.com](mailto:care@naturallygreenindia.com) or call at +91 9353701988 and we will communicate you the return process accordingly.

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