

# **Refund & Return Policy of Herbal Samrat International Co.**

At Herbal Samrat International Co., we are committed to ensuring your satisfaction with every purchase. We highly value the trust you place in us and are dedicated to delivering the highest quality products and customer service. Below, you will find our comprehensive Refund & Return Policy, outlining the conditions under which refunds and returns may be processed.

## **Refund Policy**

We are pleased to offer a full refund under the following circumstances:

### **Full Refund Criteria:**

- You received a defective or damaged item.
- The item(s) ordered were lost or damaged during transit.
- The item(s) received is past its expiration date.

### **Please Note:**

- The method of refund may vary based on the payment method used. If a refund is issued via Credit/Debit Card or Net Banking, please allow 7 to 10 business days for the credit to appear in your account, as processing times are subject to bank policies.
- If the refund is processed through our internal wallet system, the credit will be available within 24 hours.

### **How to Request a Refund:**

To initiate a refund, please contact our customer support team via WhatsApp at +91 92582 82028 with your order details and the reason for the refund. We value customer feedback and use it to continuously improve our services.

For any queries or assistance, you can also reach our help desk at +91 92582 82028, or contact our customer support representatives via online chat.

## **Return Policy**

We make every effort to ensure that the products you receive are accurate and in perfect condition. However, when you receive your shipment, we strongly advise you to please capture a clear video during shipment unboxing and if you receive an incorrect, incomplete or damaged product, please notify Herbal Emperor International Company customer support immediately or within 3 business days of receiving the item. Not notifying us within this time frame may affect your ability to return or replace your products. We also declare that Herbal Samrat International Co. reserves the right to reject shipment/product returns and refund cases if the customer does not have sufficient proof or a clear unboxing video of the shipment.

### **Returning Non-Defective Products:**

If you wish to return an unopened, unused product for reasons other than defects or damage, we may accept returns under the following conditions:

- The return must be requested within 5 business days of receiving the product.

- A 20% restocking fee will apply to returns of non-defective products.

### **Steps for Returning Products:**

1. Contact us via email at [care@herbalsamrat.com](mailto:care@herbalsamrat.com) or by phone at +91 92582 82028 to initiate the return process.
2. Ensure that the product is unused and in its original packaging.
3. Provide a clear unboxing video of the shipment, especially if the product is damaged, defective, or incorrect. This video will serve as proof for our records. Without an adequate unboxing video, we may not be able to process the return.

### **Refund Processing:**

Once we receive your return and inspect the product, we will notify you of the approval or rejection of your refund. If approved, the refund will be processed within 7-10 business days.

## **Contact Us**

For any questions or clarifications regarding our Refund & Return Policy, please reach out to us:

- Website: [[www.herbalsamrat.com](http://www.herbalsamrat.com)](<http://www.herbalsamrat.com>)
- Email: [care@herbalsamrat.com](mailto:care@herbalsamrat.com)
- Phone: +91 92582 82028
- Address: Herbal Samrat International Co.  
Kaleem Colony, Mimplana Road, Muzaffarnagar, Uttar Pradesh, 251002, India

Thank you for choosing Herbal Samrat International Co. , Your satisfaction is our priority, and we are committed to providing you with the best possible service.