

## **REFUND POLICY/RETURN POLICY**

Customer satisfaction is always the top priority in the Nilufertea online shop. Our dedicated Quality control teams check your items before shipping. The quality of our products is guaranteed. If you are not satisfied with the items received, we can easily arrange a refund for you. You can exercise your right to return purchased items within 7 days in their original condition (open and unused) with receipt or proof of purchase from the date you received them from Nilufertea and that you will pay for the delivery of the item to us.

### **Process of Return/Refund**

Refund will be made within 7 business days after receiving the product in the account provided. We can only offer a refund if you contact us within 7 days of the delivery date.

Make sure that your items are returned unused in their original packaging with the attached proof of purchase. We do not accept returns that are not in accordance with our policies and will be returned to you.

To protect all customers and ensure that all returns and exchanges are handled fairly, Nilufertea online shop can reimburse you in the following cases:

- The package has arrived in a damaged condition (proof required).
- The item arrived in extremely poor quality (evidence is required).
- The order has disappeared.

Once we have received and inspected your return, we will send you an email to inform you that we have received the returned item. We will also notify you of the approval or rejection of the refund. If you are approved, the refund will be processed and a credit will automatically be applied to your credit card or original payment method within 7 business days.

We are here to help! Don't hesitate to file a complaint if you have any problems with your order. Contact our customer service by sending an email to [info@nilufertea.com](mailto:info@nilufertea.com) if you have any further questions.