

Shipping Policy

How does the delivery process work?

- Once our system processes your order, your products are inspected thoroughly to ensure they are in a perfect condition.
- After they pass through the final round of quality check, they are packed and handed over to our trusted delivery partner.
- Our delivery partners then bring the package to you at the earliest possibility. In case, they are unable to reach your provided address or at a suitable time, they will contact you to resolve the issue.

How are items packaged?

We package our products in boxes, which are covered in a plastic layer. Each individual product is packaged in bubble wrap while fragile items like bottles are safely secured with additional bubble wrap.

We pride ourselves on the quality of our packaging.

What is the range of locations to which Counfreedise Retail Services Limited ships their products?

Counfreedise Retail Services Limited ships throughout India!

My order has been shipped. Now how can I track it?

- Once your order has been dispatched, you will receive an email with the details of the tracking number and the courier company that is processing your order.
- You can track the status of your package right after your order is dispatched from our warehouse.
- Following are some of our trusted courier partners:
 0. Delhivery - <http://www.delhivery.com/>

What is the estimated delivery time?

We usually dispatch most orders within 1-2 business days (excluding Sundays and public holidays)

- Though, we keep 95% of our catalogue in our inventory, certain products need to be sourced directly from the brand itself so that we can live up to our promise of providing fresh, non-expired products.
- While we are trying our best to avoid this situation, these products might delay your order.

- If you are ordering our products from a Mega Sale event, dispatches may be a bit delayed due to increased volumes. We will target to dispatch all orders within 3 days of order date.

My order will be shipped in multiple shipments? What does this mean?

Don't worry! This is a completely normal situation. This just means that different parts of your order may have simply been shipped from our different warehouse locations. Rest assured, you will only have to pay the shipping charge if applicable, on the first package you receive.

Are there any shipping charges applicable on my order?

- We have standard shipping charges for most addresses.

Does Counfreedise Retail Services Limited ship outside India?

At present Counfreedise Retail Services Limited don't ships outside India. However, we are working on starting international delivery to many other countries, so stay tuned!

Cancellation and Return Policy

Cancellation before shipment (Only valid on order's place & delivery in India):

If the order or the item(s) that you want to cancel have not been shipped yet, you can call to our customer support on **18001023456** (Monday to Saturday, 8AM to 10PM and Sunday, 10AM to 7PM)

In such cases, the order will be cancelled, and the money will be refunded to you within 24-72 business hours after the cancellation request is duly processed by us.

How will I get refunded for the cancelled orders and how long will this process take?

In case of cancellation before shipment, we process the refund within 24-72 business hours after receiving the cancellation request.

In case of cancellation once the shipment has already been dispatched or if it is being returned, we process the refund once the products have been received and verified at our warehouse.

- For **payments done through credit/debit cards, net banking or UPI** the refund will be processed to the same account from which the payment was made within 24-72 business hours of us receiving the products back. It may take 2-3 additional business days for the amount to reflect in your account.
- As of now we have not initiated any **cash on delivery transactions option**.

Returns, Replacements and Refunds

How do I return an item purchased on Counfreedise Retail Services Limited?

Indian Orders:

Counfreedise Retail Services Limited offers its customers an 'Easy return policy', wherein you can raise a return/exchange request of a product within 7 days of its delivery. We also accept partial returns wherein you can raise a return request for one or all products in your order by calling to our customer support on 18001023456 (Monday to Saturday, 8AM to 10PM and Sunday, 10AM to 7PM)

Note: If it is a case of replacement, it is subject to the availability of stock. In cases when a replacement may not be available, we will refund you the full amount.

Which are the items that cannot be returned/exchanged?

Returns will not be accepted under the following conditions:

- Product is damaged due to misuse/overuse
- Returned without original packaging including, price tags, labels, original packing, freebies and other accessories or if original packaging is damaged
- Serial Number is tampered with.
- Defective products that are not covered under Seller/Manufacturer's warranty
- Product is used or altered
- If request is initiated after 7 business days of order delivery
- Free product provided by brand

I have received a damaged or defective item/wrong product in my order, how should I proceed?

Our shipments go through rigorous quality check processes before they leave our warehouse. However in the rare case that your product is damaged during shipment or transit, you can request for a replacement or cancellation and refund.

If you have received an item in a damaged/defective condition or have been sent a wrong product, you can follow a few simple steps to initiate your return/refund within 7 days of receiving the order:

You will have to call to our customer support on 18001023456 (Monday to Saturday, 8AM to 10PM and Sunday, 10AM to 7PM)

Note: If it is a case of replacement, it is subject to the availability of stock. In cases when a replacement may not be available, we will refund you the full amount.

Can I return part of my order?

Yes. A return can be created at item level and if you have ordered multiple items, you can initiate a return/replacement/refund for any individual item. However, any product being returned needs to be returned in full including all components as well as any complimentary gifts or products which came along with it.

How will I get refunded for the returned orders and how long will this process take?

In case of a return/replacement/refund, we process the refund once the products have been received and verified at our warehouse.

- For **payments done through credit/debit cards or net banking** ,the refund will be processed to the same account from which the payment was made within 24-72 business hours of us receiving the products back. It may take 2-3 additional business days for the amount to reflect in your account.
- As of now **cash on delivery transactions we have not initiated** ,we will initiate is as soon as possible.