

Nepalmedishop.com Refund & Exchange Policy

Refund Policy

We really do care the ultimate satisfaction of our consumers against products as well as services and to ensure, we would like to offer returns of the all or some of the products in case of mentioned conditions:

- In case of genuine return and eligible for refund, shall be refunded within 7 business days from the date of return via authorized Banking System only.
- We shall not be liable to return and refund your product if those are damaged or have been modified or used or tempered.
- In case return out of Telephonic orders, you may submit the note via telephone or via nepalmedishop@gmail.com

Exchange Policy

- Free exchange option is there, if the product is defective/not in perfect condition or not as per order/different from products displayed only.(colour of image and packaging may vary)
- No return and refund policy in products other than the mentioned reasons related to quality and conditions of products.
- In case of non-medicine products only, you are requested to submit a return note with valid reasons of return but the products should be returned with all the items, accessories and packaging.
- Delivery team might not be able to take return the products that you would like to return at the time of delivery day
- You are requested to follow the return policy and may have to bear additional delivery charges from your location in case of change of mind.(Conditions apply).