

NHTC India Pvt. Ltd. - Returns, Refunds and Cancellation Policy



Cancellation Policy

Cancellation before dispatch (Only valid on order's placed & delivery in India):

If the order or the item(s) that you want to cancel have not been shipped yet, you can write to our customer support team on support.in@nhtglobal.com or call us on +91 22 6741 8760.

Cancellation post shipment:

If you wish to cancel an order that has been shipped but has not yet been delivered, please get in touch with our Customer Support team on support.in@nhtglobal.com.

- In case you have cancelled an order, which has already been handed over to the courier company on our end, they may still attempt delivery. Kindly do not accept the delivery of the order.
- Once we receive the product(s) back at our warehouse, the products undergo a quality check. The packaging condition is verified for resell ability of products

Process of refund of Cancelled order(s):

- In case of cancellation before shipment, we process the refund within 7 business days 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.
- Irrespective of original payment mode used while purchase, refund will be processed into the member's bank account registered with NHTC India. This will be done within 30 business days of us receiving the products back to our warehouse. It may take 2-3 additional business days for the amount to reflect in your account.

Returns, Replacements and Refunds Policy

Return Process:

www.nhtglobal.com offers its customers an 'Easy return policy', wherein you can raise a return/exchange request of a product within 7 days of its delivery from your Back office. We also accept partial returns wherein you can raise a return request for one or all products in your order.

- Step 1: Contact our Customer Support team via email (support.in@nhtglobal.com) within 7 business days of receiving the order.
- Step 2: Provide us with your order ID details and your request to return/replace/refund your order. Kindly email an image of the product and the invoice for our reference.
- Step 3: We will pick up the products within 7 business days. We will initiate the refund or replacement process only if the products are received by us in their original packaging with their seals, labels and barcodes intact.

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.

Exclusions in returns/exchanges:

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.
- Plastic sleeve seal is tampered.
- Product is used or altered.
- If request is initiated after 7 business days of order delivery or Free product provided if any.

Categories not eligible for Return:

- Customized and/or Free Products cannot be returned since they are available during select promotions and ordered on demand.
- Personal care products cannot be returned due to hygiene issues
- Items/Packages that are mentioned as non-refundable in back-office.

Please note: For certain marketing campaigns or mega sale periods, special return/exchange/refund rules may apply. Information regarding this is visible on the promotion banner in backoffice. For any clarification, please feel free to contact our customer care contacts

Damaged or defective item/wrong product:

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:

- Step 1: Contact our Customer Support team via email (support.in@nhtglobal.com) within 7 business days of receiving the order.
- Step 2: Provide us with your order ID details and your request to return/replace/refund the defective/wrong items in your order. Kindly share an image of the product and the invoice for our reference.
- Step 3: We will pick up the products within 7 business days. We will initiate the refund or replacement process only if the products are received by us in their original packaging with their seals, labels and barcodes intact.

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

Return the free while returns of product/package:

The free gift is included as a part of the item order and needs to be returned along with the originally delivered product/package.

Partial returns of package:

A return can be created at an individual item of our package 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.

Refunds for the returned orders:

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

Irrespective of original payment mode used while purchase, refund will be processed into the member's bank account registered with NHTC India. This will be done within 30 business days of us receiving the products back to our warehouse. It may take 2-3 additional business days for the amount to reflect in your account.