

Returns Policy

Returns is a scheme provided under this policy in terms of which the option of exchange, replacement and/ or refund is offered by the respective sellers to you. All products listed may not have the same returns policy. For all products, the returns/replacement policy provided on the product page shall prevail over the general returns policy. Do refer to the respective item's applicable return/replacement policy on the product page for any exceptions to this returns policy and the table below.

Return window except the ones where it is mentioned non-returnable in description is 7 days. Customers can raise return requests on the Healofy mobile application or website depending on the point of sale. Healofy will offer an exchange or complete refund depending on customer demand. Refunds will happen within 7 working days post approval by the review team.

In case of prepaid orders, money will be returned to the bank account/ credit/debit card or where the payment was made within 7 business working days. For Cash on Delivery orders customers will be required to provide bank details where they would like to receive the refund.