

Refund Policy

Returns

Our policy lasts 15 days. If 15 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To complete your return, we require a receipt or proof of purchase.

Any item not in its original condition is damaged or missing parts for reasons not due to our error.
Any item that is returned more than 15 days after delivery.

Refunds (if applicable)

- In case of receipt of damaged or defective items please report the same to our Customer Service team. The request will, however, be entertained once the merchant has checked and determined the same at his own end. This should be reported within 7 days of receipt of the products.
- In case you feel that the product received is not as shown on the site or as per your expectations, you must bring it to the notice of our customer service within 7 days of receiving the product. The Customer Service Team after looking into your complaint will take an appropriate decision.
- In case of complaints regarding products that come with a warranty from manufacturers, please refer the issue to them.
- In case of any Refunds approved by the SUSTAIN NATURALS, it'll take 9-15 days for the refund to be processed to the end customer.

Shipping

To return your product, please email to contact@swasnaturals.com and our team will guide you how to return the product.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

SUSTAIN NATURALS believes in helping its customers as far as possible, and has, therefore, a liberal cancellation policy. Under this policy:

- Cancellations will be considered only if the request is made within 7 days of placing the order. However, the cancellation request may not be entertained if the orders have been communicated to the vendors/merchants and they have initiated the process of shipping them.