

Refund policy

At GreenLotusHealth online store, we want you to be 100% happy with what you have purchased from us. We understand that from time to time, a product may not reach you in the condition you had expected it. Also, If for some reason you wish to return the product, please contact us by email first **within 10 working days** stating the reason for return.

We will issue a replacement product or a full refund for the wrong item being dispatched by us (once we receive the returned product). We will take postage and packaging charges into account. Returns for any other reason will receive a refund (once we receive the returned product). The cost of postage and packing in this instance must be borne by the customer.

All returns must reach us by **20 working days** of receiving your order. Items must be unused and unopened. The original packaging and labelling must still be attached. These conditions do not affect your statutory rights as a consumer.

If a refund is deemed necessary, we can **only** refund the debit/credit card which was used originally for purchase.