

Refund / Exchange Policy

Any DS/customer opting for a refund for any reason needs to inform the Company about his/her intention in writing within 15 days from the date of the delivery of the said goods/ package to the direct sellers. No further request for refund shall be entertained after the lapse of the above stipulated period.

Request for a refund may be made through Email at helpdeskgrowmoonwings@gmail.com or call our customer care executive at +404-2611470 or message on WhatsApp at +91-9573290311. For DS/customers (s) who cancel their order before the product is shipped or return the delivered package unopened within 15 days of the order, the company shall refund 100% of the invoice value of the said goods/ product(s).

However, if the package is found opened and thereafter returned, the contents of the said package would be assessed and determined by a team of three persons termed as "Returning Officers" (to be decided and changed from time to time) on receipt of the same. The videography/ photography of the same may be made in case of opened package. The refund amount in such cases shall be as follows:

1. In case of the package is opened but the contents of the same are undamaged and unused (damaged only outer packing) then, 75% refund shall be allowed as of invoice of the said package.
2. In case of a shortage of any item/product/goods in the said package delivered, then, the refund amount will be calculated after the deduction of the invoice value of said short items from the 75% of the total invoice value.
3. In case of damaged/ used products/goods /items are returned, then the cost of restoring/ replacement of damaged/ used product shall be ascertained & deducted from 75% of the total invoice value.
4. In case of the purchase of the products/goods by a Direct Buy customer(s) only and there are any issues with the said product/goods, the customer(s) may raise a demand for a refund or replacement of the same within 10 days of delivery of the said product/goods.

*The refund process shall be initiated only after the package is physically received back at the company.

*All refund requests shall be processed and disbursed within thirty working days from the date of delivery back of the said product/goods at the company.

*All refunds shall be made through NEFT/ through payment Gateway as the case may be.

*If the package has already been shipped to the DS/Customer and the same has been received by the DS/Customer, in case of a refund / return/ exchange of the same, the company shall do needful as per the wishes of the said DS / Customer, within the framework and Direct Selling Rule 2021. However if it is revealed that the said DS / Customer having not intention to use the said product, ordered the same for the purpose of only getting monetary remuneration from the company, in that situation the said DS/ Customer shall be responsible to deliver the package(s) back to the company at his / her own cost for refund / return / exchange.

Any DS/customer may exchange his or her order of saleable product(s) within the stipulated period of 15 days from the date of delivery of the said product(s).

*Saleable product(s) means unused and marketable goods/ products which are not expired on account of their validity mentioned thereof or which are not seasonal or are discontinued by the company or are offered for special promotion initiated by the company.

Contact Us

If you have any questions about these Terms, please [contact us](#).