

De Masters Palace Return and Replacement Policy

Eligibility for Returns

Products may be returned within 15 days from the date of purchase, provided they are in good condition.

Conditions for Returns:

Factory Error:

If the purchased item exhibits any factory-related issue (Bottle leakage, Particles, Improper packaging), it can be returned within 15 days of purchase.

Customers are entitled to a replacement for items found to have factory errors; refunds are not offered under this circumstance.

Damage in Transit:

Upon receiving a damaged consumable item, please contact our customer service team immediately or within 24 Hours of receipt, for us to assess and ascertain the level of damage and the cause. If the cause for damages is solely from the transport company refund or replacement would not be given.

Relocation/Closure:

In the event of a customer closing/relocating to a location where retaining or selling the purchased goods becomes unfeasible:

The goods must be returned to the factory within 20 to 30 days from the date of purchase.

A valid purchase receipt must accompany the returned items for consideration.

Failure to return within the specified timeframe will result in the forfeiture of any refund.

Important Details:

- Returned items must be in good condition to be considered for a refund or replacement.
- Factory errors warrant a replacement of the item within the designated return window; refunds are not provided in such cases.
- For instances of relocation, refunds are contingent upon returning the items within the stipulated timeframe and presenting the purchase receipt.

This policy is designed to facilitate returns within a specific timeframe and under specific conditions, including factory errors and situations where customers are relocating and unable to retain or sell purchased goods.