

**[www.mymoringo.com/in](http://www.mymoringo.com/in)**

## **Order Cancellation & Refund Policy**

The Customer may cancel the order before it gets dispatched. We process the refund within 7-10 working days. We shall not accept the order cancellation after it gets shipped. Please email us at [support@moringoorganics.in](mailto:support@moringoorganics.in)

## **Product Return & Refund Policy**

We take the utmost care in providing you the best products; however, in case If you change your mind after receiving the order. you can return the product and get a full refund or exchange the product for another one, be it similar or not. You can return a product for up to 30 days from the date you purchased it.

Obtain RMA (Return Merchandise Authorization) from Moringo Organics. You must get a Return Authorization Number to make your return. Returns received without this number will not be processed.

Ship items to the address provided by Moringo Organics Customer service when you are given your RMA.

Provide a copy of the invoice with the returned products or service. Such an invoice must reference the RMA and include the reason for the return. Ship back product in manufactures box correctly as it was delivered. The products must be in a saleable condition. We process the refund within 7- 10 working days

If the product seal is broken, we do not accept return/replacement for the product. Once the product is received back to us, Our Quality team will check and give updates related to the product condition to qualify for a refund.

All returns must be shipped to Moringo Organics Pvt Ltd., Plot no:12,Perfect Tower, City park, Old Mahabalipuram Road, Siruseri, Chennai-603103

Moringo Organics recommends shipping returned product by DTDC, Blue dart, Professional Couriers with tracking, as the risk of loss or damage in shipping the returned product shall be borne solely by the Customer. If the returned product is not received at Moringo Organics, it is the responsibility of the Customer to trace the shipment, and no credit will be applied. The Customer shall be responsible for paying for their shipping costs for returning the products. Shipping costs are non refundable

### **Product Replacement Policy**

If an item is found damaged or tampered or incorrect product as per description on our website or units are missing as per ordered quantity,

1. Please make a video and picture while opening the Packaging as supporting proof.
2. Do not break the seal of the product if you have any doubts/questions about authenticity.
3. Once the product seal is broken, we do not accept return/replacement for the product.

Please email us at [support@moringoorganics.in](mailto:support@moringoorganics.in) or call us on 044-67442500 (10.30 am to 7 pm)(Monday – Saturday) or Send the Support ticket.