

# Refund policy

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## **Order Cancellations & Refunds**

We do not encourage cancellations since our team works hard to start collecting your chosen products the minute your order is placed. However, due to any extreme circumstances, if you wish to cancel your order please call or email our customer service team before the order is dispatched. We will try our best to assist you. Note that for prepaid orders, we only issue store credit (that is the policy of our product vendors) which can be used to purchase products from the website for a period of 3 months from date of issue. We cannot refund the amount to your card / bank.

In case an ordered product is not available; we will reach out to you to assist you with a replacement if required immediately or let you know the estimated wait time for its arrival. You can also opt for store credit for the product that is unavailable. Refunds are only issued in extreme cases where our product vendors are unable to provide the product in a reasonable time period.

## **Product Returns**

We do not accept returns unless you receive the product in a damaged condition or past its expiration date (since both our beyond the control of PalateMkt).

What if the product is received in damaged condition/ past its expiration date?

It is very unlikely that you will receive a product beyond its expiration date or in a damaged condition. If in case this happens, please email us your order number and a picture of the expired or damaged product (since the vendor is responsible/ liable for both the product and dispatch of the same from its warehouse) and will send you a replacement at no additional cost if available or refund your money for the same.

\*please remember delivery rider will also click picture of the product at the time of delivery, we do this to make sure your product is delivered in best condition.