

What is your refund process?

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Account Refund Policy for Payments via Credit or Debit Card (Online):

1. Bank Reversal:

- Refunds processed through bank reversal typically take **3-5 business days to complete on our payment provider's side**. The time it takes for the refunded amount to appear in your account may vary depending on the policies of your issuing bank, **with a maximum processing time of up to 90 days**.

2. Voucher Refund:

- If you choose to receive a refund via voucher, our customer service team will email you the voucher code, which will include the refund amount. The voucher can be used for future purchases.