

REFUNDS

We have strictly no refunds policy once the product is shipped from our hub, refund will be initiated only if the order is cancelled before shipping/damaged product received/wrong product received.

No refunds in the following cases:

- Failure to provide adequate information about the case.
- Failure to provide snapshots of the packet and box (if any)
- Failure to raise claims within 72 hours that is 3 days

How long does it take to receive a refund for a cancelled order?

We will process your refund within 7 business days in case of cancellation of an order.

How will I receive the refund for my cancelled or returned product?

In case of prepaid orders, money will be returned to the bank account/ credit/debit card or where the payment was made within 7 business working days.

NO RETURNS/NO EXCHANGE POLICY

1. We uphold a strict **No Return - No Exchange policy** for all products sold by us, regardless of circumstances. Customers are advised to exercise due diligence in selecting the products they believe best suit their needs.
2. **PRISMOS BEAUTY** bears no responsibility for any loss or damage incurred during shipment; customers are urged to address complaints directly with their respective courier partners. In the event of damaged or incorrect products, customers must provide images and videos of the packages. Upon confirmation, the Company will raise an escalation with Logistic Partners to arrange for a refund or replacement.

* Please note that we maintain videos of every packed order, aiding in determining transit damage. Customers should be aware that our products

contain organically derived ingredients, which may react to varying climatic conditions, a natural phenomenon. If there are concerns about product suitability for specific climates, customers are encouraged to contact our customer support for guidance.

3. The results of the purchased product can vary significantly from one consumer to another. Evident results may take anywhere from a minimum of one month to a maximum of seven months to manifest. These variations depend on several factors, including the consumer's self-care and maintenance routine while using the product, individual metabolism, age, and the weather conditions of the consumer's residential region. If you do not agree with these conditions, we request that you refrain from purchasing and using the product.
4. While allergic reactions to our non-toxic ingredients are rare, it is advisable to conduct a skin patch test for 24 hours before using our products. Information provided on this website is intended solely for informational purposes and does not constitute a diagnosis or treatment for any medical condition, nor does it replace the advice or care of a qualified health professional.
5. Customers who are pregnant or with pre-existing conditions or known allergies are urged to review the complete ingredient list and use the products under the consultation or supervision of a qualified medical practitioner.
6. Prismos Beauty will not assume responsibility for any deviation from this procedure. Refund claims based on product suitability or allergic reactions are not accepted. Customers are urged to thoroughly assess product suitability before purchase, as our products are non-refundable.