

Refund Policy

Thank you for shopping with Herbal Pure. We value your satisfaction and want to ensure a positive experience with our products. Please read our refund policy carefully before making a purchase from our website.

Refund Eligibility

We offer a 5-day 100% refund policy on all eligible products purchased from Herbal Pure. To be eligible for a refund, the following conditions must be met:

The product must be purchased directly from our website, www.themountainherbs.in.
The product must be in its original, unused, and unopened condition.
You must initiate the refund request within 15 days from the date of purchase.

How to Request a Refund

To request a refund, please follow these steps:

Fill out the form with the following information:

Your full name/Reason for the refund request

Any additional relevant information

Click "Submit" to send your request to our customer support team.

Refund Process

Once we receive your refund request, our customer support team will review it within 1-2 business days. If your request is approved, we will send you an email notification confirming your refund.

The refund will be processed using the same payment method you used for the original purchase. Please allow 5-7 business days for the refund to reflect in your account, although the exact timing may vary depending on your payment provider.

Shipping Costs

Shipping costs for returning products for a refund are the responsibility of the customer. We recommend using a trackable shipping service to ensure the safe return of your product.

Contact Us

If you have any questions or concerns about our refund policy or need assistance with the refund process, please fill out our form. Our customer support team is available to assist you.

Changes to this Refund Policy

Herbal Pure reserves the right to update or modify this refund policy at any time without prior notice. Any changes made will be effective immediately upon posting on our website.

By making a purchase from Herbal Pure, you acknowledge and agree to abide by the terms and conditions of this refund policy.

If you have any further questions or require clarification, please do not hesitate to contact us through our form, our team will contact you back.

Thank you for choosing Herbal Pure.