

## Returns , Refunds And Replacements Policy

We do not accept returns based on change of mind, size, dislike of flavour or any other reasons. However, in the unlikely event that your order is damaged during transit, please contact us and we will discuss further options available. Examples of damaged items are broken glass, cracked plastic bottles, safety seal removed or torn off, and bottles leaking. Dented bottles or packages are most often not considered damaged goods because this does not affect the safety or potency of the product inside.

### For Business Owners:

We only accept returns if:

- The request is made within 10 days from the receipt of the product (as indicated by our delivery agent).
- The product has NOT been opened or used (taken out of its packaging or box).
- The product is in its original re-sellable condition (not damaged, no missing parts, etc.)
- If the product came with a free gift or as part of a set of products, they must all be returned together in original condition. (If any part is missing, its value will be deducted from the refund.)

### We will NOT accept returns of the following:

- Products purchased at clearance prices.
- Products that are listed as "non-returnable" on the website

### Shipping Fees

As stated above, we will bear all shipping costs for replacing damaged, defective, or incorrect items. For other returns, we only refund the cost of the product(s). We will not refund the original shipping fees (if any) you paid, nor will we reimburse your cost in returning the item(s) to us.

### Refund Timeline

We will notify you via email of your refund once we have received and processed the returned product. We will give you your refund in the same form of payment you used in making the purchase. Refunds to credit/debit cards may take up to 3 to 4 weeks (depending on how long it takes for the card issuer to process the refund to your account.)

### Undeliverable Orders

Occasionally orders are returned to us due to failed delivery attempts (because the address was incorrect or it was a PO Box or hotel address, or the delivery was rejected by the named recipient). If this happens, we will attempt to contact you. If you give us a different address or rectify the delivery problem, we will attempt to re-deliver the package. If we can't reach you or the product is still undeliverable, we will issue you a refund for the cost of the product(s) only. We will not refund any shipping and handling fees you paid (if any). If you want us to re-deliver your package, you will have to pay the 2nd delivery charge in full. No subsidies will be applied since they were paid to the delivery company the first time.

### Return & Replacement Procedure

• Please email [customerservice@ecosway.com](mailto:customerservice@ecosway.com) with the following information:

- your BO/Shopper ID
- your order number
- reason for returning item
- a contact number that we can reach you

- Our staff will guide you on the steps to complete your return process.
- Upon approval, a Merchandise Return Number (MRN) will be sent to you via email, allowing you to proceed with the return of the product.
- Please use proper shipping cartons and packaging materials for the product to be returned.
- The cost of return shipping must be prepaid and borne by you. We will only reimburse this to you if the product was delivered to you incorrectly, damaged or defective.
- You must retain all supporting courier documents as proof of return and for tracking purposes.
- Returned merchandise will only be accepted if all the conditions and procedure in "Terms for Returns, Refunds or Replacement" have been complied with.