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## RETURN POLICY

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*(As per Consumer Protection (Direct Selling) Rules, 2021)*

In accordance with Rule 7(4) of the Consumer Protection (Direct Selling) Rules, 2021, the Company shall repurchase marketable, unsold inventory from the Direct Seller under the following conditions:

### FOHOW CANCELLATION, REFUND AND RETURN POLICY

#### 1 Order Cancellation

- Orders can be cancelled before dispatch through your account dashboard, customer care, or WhatsApp.
- Once dispatched, cancellation is not possible, but you may refuse delivery or initiate a return.
- Fohow may cancel orders due to non-availability, payment issues, or suspected fraud.

#### 2 Returns and Refunds

- a. Products may be returned within 7 days of delivery if they are defective, damaged, or incorrect.
- b. Products must be unused, in original packaging with tags intact, and accompanied by the invoice.
- c. Consumable products cannot be returned once opened, except in case of manufacturing defects.
- d. Return shipping costs may apply unless the return is due to Fohow's error or product defect.

Products that are expired, damaged, tampered, or not in saleable condition shall not be eligible for buy-back.

- e. Refunds will be processed within 7-14 business days after receipt and inspection of returned products.
- f. Refunds will be credited to the original payment method or as store credit, at Fohow's discretion.

Thank you!

