Danes Natural Curatives

Refund & Return Policy

At Danes Natural Curatives ("**Danes**, "we," "us"), we aim to ensure the highest standards of safety, quality, and efficacy for all our hemp-based Ayurvedic formulations. Please read our guidelines on shipping, returns, and refunds below. This Policy should be read together with our Terms of Use and Privacy Policy.

1. Cancellations

You may cancel your order any time before it has been dispatched, by contacting our customer support at support@danes.in or via WhatsApp at [+91 XXXXX XXXXX].

2. Returns — OTC Products and Rx Products

Due to the health, hygiene, and regulatory standards applicable to our medicinal and hemp-based formulations, once an order has been dispatched, we are unable to accept returns or cancellations of **OTC Products** or **Rx Products**, regardless of whether the item is sealed, opened, or unused — **except** where the item received is damaged, leaking, broken, or incorrect (different from what you ordered). See Section 3 below for this exception.

Rx Gating Cancellations: If you order a prescription-only (Rx) product and are unable to provide a valid Prescription, or do not wish to complete the required Consultation, your order will be cancelled and a full refund will be processed.

Where a Consultation fee has been charged and the Consultation has already taken place, please refer to our Consultation Fees policy below.

3. Damaged or Incorrect Items

If you receive an item that is damaged, leaking, broken, or incorrect (different from what you ordered), we will issue a replacement or a full refund.

- Please contact our support team at support@danes.in or via WhatsApp at [+91 XXXXX XXXXX] within 48 hours of delivery.

- Please provide your Order ID along with photographic evidence or an unboxing video showing the packaging damage or mismatch.

4. Consultation Fees

Consultation fees, where applicable, are non-refundable once the Consultation has taken place. If a Consultation cannot be completed due to a technical failure on our end, we will reschedule the Consultation or issue a credit, at our discretion.

5. Refund Processing

Once a cancellation or return/refund is approved, it will be processed and credited back to your original payment method (Razorpay, credit/debit card, net banking, or UPI) within 5 to 7 working days, subject to your bank's policies.

6. Shipping Policies

We ship to all major cities across India. Standard orders are dispatched within 24 to 48 hours of payment verification (or prescription approval for Rx items). Delivery typically takes between 3 to 5 business days depending on the region. Shipping is calculated at dispatch.

7. Your Consumer Rights

Nothing in this Policy affects your statutory rights as a consumer under the Consumer Protection Act, 2019, and the Consumer Protection (E-Commerce) Rules, 2020, including your right to escalate an unresolved complaint.

8. Contact & Grievance Redressal

For any help related to shipping, tracking, returns, or refunds, please reach out to us at support@danes.in or WhatsApp [+91 XXXXX XXXXX]. If your complaint is not resolved to your satisfaction, you may write to our Grievance Officer at[RS1] [--], or approach the appropriate consumer forum under the Consumer Protection Act, 2019.