

## Return and Refund Policy

*Last Updated: 01.03.2024*

### 1. Introduction

Welcome to Lords Mark Microbiotech! We deeply value your patronage and aim to ensure your utmost satisfaction with every purchase. Our Return and Refund Policy is crafted with your convenience in mind, aiming to streamline the return process for your peace of mind. Please take a moment to carefully review this policy to understand your rights and responsibilities regarding returns and refunds.

### 2. Definitions

- *"Customer," "You," or "Your"*: Refers to the individual or entity purchasing on our website.
- *"Lords Mark Microbiotech," "We," "Us," or "Our"*: Refers to Lords Mark Microbiotech.

### 3. Returns

#### 3.1 Eligibility for Returns

You may qualify to return a product if it meets the following conditions:

- The product is in its original condition and packaging.
- Initiation of the return process occurs within 7 days from the purchase date.
- The product remains unused, undamaged, and free from defects not attributable to the customer.
- Products ineligible for return will be explicitly marked on the product page.

#### 3.2 Return Process

To commence a return, kindly adhere to these steps:

- Reach out to our customer support team at [info@lordsmicrobiotech.com](mailto:info@lordsmicrobiotech.com) to request a Return Authorization Number (RAN).
- Clearly indicate the RAN on the exterior of the package.
- Enclose a copy of your original invoice or packing slip within the package.

Dispatch the product to the address provided by our customer support team.

- *(Please note: The return shipping cost is your responsibility.)*

### 3.3 Refunds

Upon receipt and inspection of the returned product, we will initiate your refund within 7 business days.

- Refunds will be issued via the original payment method utilized for the purchase.
- Shipping and handling charges are non-refundable, except in cases where the return results from an error on our part.

### 4. Exchanges

Regrettably, we do not facilitate direct product exchanges. Should you wish to exchange a product, kindly follow the return process as outlined above and proceed to place a new order for the desired item via our website.

### 5. Damaged or Defective Products

If you receive a damaged or defective product, please promptly notify our customer support team at [info@lordsmicrobiotech.com](mailto:info@lordsmicrobiotech.com) within 7 days of receipt. We will furnish you with instructions on how to proceed with either a return or replacement.

### 6. Contact Us

For any inquiries or concerns regarding our Return and Refund Policy, please do not hesitate to reach out to us at:

- Email: [info@lordsmicrobiotech.com](mailto:info@lordsmicrobiotech.com)
- Phone: 040-49583100

### 7. Changes to This Policy

We reserve the right to update or amend this Return and Refund Policy at our discretion. Any revisions will be posted on our website, with the revised policy applying to all purchases made subsequent to the effective date of the updated policy.

Thank you for entrusting Lords Mark Microbiotech with your business. We are committed to ensuring your satisfaction every step of the way.