

Refund and Cancellation Policy

Our focus is on complete customer satisfaction. In the event, if you are displeased with the services provided, we will refund back the money, provided the reasons are genuine and proved after an investigation. Please read the fine prints of each deal before buying it, it provides all the details about the services or the product you purchase.

In case of dissatisfaction with our services, clients have the liberty to cancel their orders/subscriptions and request a refund from us. Our Policy for the cancellation and refund will be as follows:

Cancellation Policy

You can cancel your order right from your account dashboard (under order history) or by placing a request on hello@boxoniq.com within 36 hours of placing the order. Your entire order amount will be refunded to you within 1-3 days after the cancellation request. In some circumstances, it might take upto 7 working days. For subscription order, it will be refunded back to the boxoniq wallet.

Unfortunately, an order cannot be cancelled once the item has been shipped/ delivered to you.

Refund Policy

The item(s) in the box(es) are non-returnable due to hygiene and personal care nature of the product.

However, in the unlikely event of damaged or defective item delivered to you, we will investigate and provide a full refund or a free replacement as applicable.

Please share the snapshot of damaged/defective product on hello@boxoniq.com with the order number within 24 hours of the delivery, else the claim will not be entertained.