Returns & Refunds

How to Return a Product

1. Sign in to your Amarshop account, go to my account,
2. Select the order you wish to return and then click return button,
3. In the next page give a reason why do you want to return the product and then click on submit button.
4. Pack your Amarshop parcel securely, with the product in the original undamaged manufacturers packaging as delivered to you and secure the return label on top of the return package.
5. Drop off facility is also available to some designated delivery service.

Returns Policy

1. If your product is defective / damaged or incorrect/incomplete at the time of delivery, please contact us within the applicable return window. Your product may be eligible for refund or replacement depending on the product category and condition. Please see the detailed terms in the relevant category below.

2. Please note that some products are not eligible for a return if the product is "No longer needed"

3. For device related issues after usage or the expiration of the return window, we will refer you to the brand warranty center (if applicable).

Returns Policy per category

Health & Beauty

1. Amarshop items: 14 Days; Return and refund/replacement.
2. Non- Amarshop items: 7 Days; Return and refund/replacement.
3. Not eligible for return if the item is "No longer needed".
4. If your item arrived in defective / damaged or incorrect / incomplete condition, it is eligible for a free replacement, provided the exact item is available with the same seller. If the same item is not available from the same seller, a refund will be issued.
5. For device-related issues after usage please contact the brand warranty provider directly (if applicable).
6. A video as proof may needed to be send to make sure the product is okay.
7. The product cannot be returned if the seal is broken.

Valid reasons to return an item

1. Delivered Product is damaged (physically destroyed or broken) / defective (dead on arrival).

2. Delivered Product is incorrect (presentation different on website) / incomplete (missing parts).

3. Delivered Product is "No longer needed" (you no longer have a use for the product / you have changed your mind about the purchase / the size of a fashion product does not fit / you do not like the product after opening the package) - eligible for selected products only.

Conditions for Returns

1. The product must be unused, unworn, unwashed and without any flaws. Fashion products can be tried on to see if they fit and will still be considered unworn.
2. The product must include the original tags, user manual, warranty cards, freebies and accessories.
3. The product must be returned in the original and undamaged manufacturer packaging / box. If the product was delivered in a second layer of Amarshop packaging, it must be returned in the same condition with return shipping label attached. Don't put tape or stickers on the manufacturer's box.

**If a product is returned to us in an inadequate condition, we reserve the right to send it back to you.

Refunds Policy

Issuance of Refunds

If your product is eligible for a refund, you can choose your preferred refund method based on the table below. The shipping fee is refunded along with the amount paid for your returned product.

The time required to complete a refund depends on the refund method you have selected. Once we have received your product (2-3 working days) and it has undergone a quality control (1-2 working days), the expected refund processing times are as follows:

Payment Method	Refund Option	Refund Time
All	Refund Voucher	1-2 working days
Debit or Credit Card	Debit or Credit Card Payment Reversal	9-10 working days
bKash	Bank Deposit / Mobile Payment Reversal	7 working days
Cash on Delivery (COD)	Bank Deposit	4-5 working days
Amarshop Voucher	Refund Voucher	1-2 working days

**Important Note: The Voucher discount code can only be applied once. The leftover amount will not be refunded or used for next purchase even if the value of order is smaller than voucher value.