## **Privacy Policy**

At BOOST, we value your privacy and make it our top priority. We take all necessary steps to protect your personal information and ensure its confidentiality. This privacy policy explains how we collect and use your information when you visit our website.

When you visit our website, we may collect certain information from you, such as your name, email address, mailing address, shipping address, billing address, and contact number. We need this information to process and deliver your orders accurately.

We want to assure you that we keep your information safe and secure. We do not share your personal information with anyone unless it is necessary to fulfill your order or required by law. We have implemented measures to protect your information from unauthorized access or misuse.

By using our website or purchasing our products, you agree to this privacy policy. We recommend reading it carefully to understand how we handle your information. If you have any questions or concerns about our privacy practices, please contact us at:

**Email:** [support@boost-lifestyle.co](mailto:support@boost-lifestyle.co)

**Last Updated:** July 20, 2025

## **Warranty Policy**

### **How to Claim Warranty?**

Every product we offer includes a warranty card for your convenience. If your product is within the warranty period and requires assistance, follow these steps:

1. Contact our support team at **+92 300 2056849**.
2. For minor issues, resolution may be provided via WhatsApp.
3. For significant issues, an RMA number will be issued, and you will be guided to our service center (address mentioned on the warranty card).
4. Include the warranty card when sending the product.

Once the product reaches our service center:

* Our team will inspect it and provide an estimated delivery date for the replacement.
* If no fault is found, the product will be returned as-is.
* If a fault is detected, a replacement will be shipped promptly.

**Warranty Coverage:**

* **One-year warranty** on all products.
* Covers manufacturing defects and faults under normal use.

### **Replacement**

Enjoy a seamless and worry-free shopping experience with our efficient replacement service. Eligible products are replaced within **one week**.

### **Returns or Alternate Product**

If the purchased product is unavailable but still under warranty, you may choose:

1. A suitable alternative product.
2. A straightforward refund.

### **Warranty Exclusions**

Warranty will not apply if the product has:

* Physical damage.
* Exceeded the warranty period.
* Damage due to customer abuse, unauthorized repairs, accidents (children/pets), extreme conditions, water damage, non-approved chargers, reckless handling, voltage fluctuations, liquid spills, or other uncontrollable factors.
* Failure to follow the instruction manual.
* Lack of proof of purchase.

## **Refund Policy**

**14-Day Satisfaction Guarantee**

If you’re not completely satisfied with your purchase, you may return it within **14 days** of the original order date.

**Terms and Conditions:**

* Product must be in original packaging, undamaged, and include all accompanying items.
* Customers bear return shipping costs.
* A valid invoice must accompany the return.
* Refunds are processed within **7 working days** after receiving the returned product.

Failure to meet these conditions may result in the refusal of the return.

**Last Updated:** July 20, 2025

## **Order Cancellation Policy**

* Orders can be canceled **before dispatch**.
* For inquiries or assistance, contact our customer support team.

**Last Updated:** July 20, 2025

## **Shipping Policy**

### **Delivery Details:**

* Orders are shipped to a single address per order. For multiple addresses, place separate orders.
* Reliable courier partners ensure dependable deliveries.
* **Delivery Times:**
* **Karachi:** 1-2 working days.
* **Other Locations:** 3-5 working days (subject to unforeseen delays).
* Sunday orders are processed the next business day.

### **Order Tracking:**

* Confirmation email sent upon order placement.
* Shipping notification includes a tracking ID.

### **Payment Options:**

* Online payment (secure) or Cash on Delivery (COD).

### **Damaged or Incorrect Products:**

* File a complaint within **24 hours** of delivery with Order # and product photos.