

Meraki Health Product Return Policy

Effective Date: 01/02/2022

At Meraki Health, we are committed to providing high-quality products and services to support your well-being. If you are not completely satisfied with your purchase, we are here to help. Please review our return policy below.

Eligibility for Returns

- Products must be returned within **30 days** of the purchase date.
- The item must be **unused, unopened, and in its original packaging**.
- Digital products, downloadable content, and prescription medications **are non-refundable**.
- Proof of purchase is required for all returns.

Return Process

1. **Contact Us:** Before returning any item, please contact our customer service team at [Insert Contact Information] to initiate the return process.
2. **Return Authorization:** Upon approval, we will provide a Return Authorization Number (RAN). Returns without an RAN will not be accepted.
3. **Shipping the Product:** Customers are responsible for return shipping costs unless the return is due to a defective or incorrect item received.
4. **Inspection & Refund Processing:** Once we receive and inspect the returned item, refunds will be processed within **7-10 business days** to the original payment method.

Non-Returnable Items

- Digital products and e-books.
- Prescription medications and customized treatment plans.
- Gift cards.
- Opened or used wellness products, supplements, or personal care items.

Damaged or Incorrect Items

If you receive a defective, damaged, or incorrect item, please contact us within **7 days** of receipt with photos of the product and packaging. We will arrange a replacement or full refund at no additional cost.

Exchanges

Exchanges are only available for defective or damaged items. If you need a different product, please follow the return process and place a new order separately.

Contact Information

For return inquiries, please reach out to our customer service team at:

- **Email:** merakihealthstore@merakihc.com
- **Phone:** 888- (692-5546)
- **Address:** 400 Galleria Pkwy Ste 1500
Atlanta, GA. 30339

We appreciate your trust in Meraki Health and strive to provide the best experience for our customers. Thank you for choosing us for your wellness needs!