



RETURN AND REFUND POLICY

PLEASE READ THIS POLICY CAREFULLY BEFORE USING AFIANUTRA WEBSITE

If you're not entirely satisfied with your purchase - you have 3 days from the date you have the item in hand to initiate a return and refund if eligible. Your return package must be mailed out within 2 days from the date you've submitted your return request.

To qualify for a full refund, or replacement (in-store only) - please ensure the item is in saleable condition, in its original packaging (with manufacturer code, manual, brochures and tools if applicable), and please include your AFIANUTRA receipt.

Goods purchased in store – Goods must be returned to any AFIANUTRA Retail store location with the customer receipt and 2 pieces of Identification cards.

Online order - For products purchased online, return can be requested online by sending an email to: customerservice@afianutra.com. The original receipt and 2 pieces of identification must be attached to the request. A scheduled date will be provided for the picked up at the customer's address by AFIANUTRA appointed carrier within 5 days from the date the request for return was received by AFIANUTRA.

Refunds on items returned in store can take up to 45 business days for a refund to be processed on the customer's original method of payment

Returns picked up by our couriers can take up to 60 business days to be refunded.

Store purchases - If you don't have a receipt, an exchange or a store credit will be offered provided a proof of the purchase can be verified, at the retail store's discretion. Please contact the store for more details. In the absence of proof of purchase, refund or exchange will not be granted

For store returns - If a credit card or debit was originally used, please bring it with you in store.



[When you place an order on our site](#) - there is a preauthorization charge done on your credit card. These funds are a reserve your credit card puts aside and is only received by us once you have received the item. If the order was cancelled before it was shipped out, please allow up to 60 business days for your credit card company to transfer the funds back into your account.

[If a wrong item was received](#)- it can take up to 60 business days to resolve the issue.

[If your order consists of multiple shipments](#) - there's no need to worry - the return period begins on the date you receive the last shipment. Please wait until the final shipment is delivered before submitting a return request.

[Please note that transportation and shipping costs are non-refundable.](#)

These Return and Refund policies will not be sent to any user of this Website. It is the responsibility of the user to read them carefully on AFIANUTRA Website and to check for updates.

RELEASE ON OCTOBER 31, 2025

BY AFIANUTRAL LEGAL DEPARTMENT