

Refund Policy:

At AKCOG, we do our best to ensure that you are completely satisfied with our products. And we are happy to issue a full refund based on the conditions listed below:

Full Refund Possible If:

you received a defective item;

the ordered item(s) is lost or damaged during transit; the ordered item(s) is past its expiry date.

Please Note: Mode of refund may vary depending on circumstances. If the mode of refund is by Credit/Debit Card or Net Banking, please allow 7 to 10 working days for the credit to appear in your account. While we regret any inconvenience caused by this time frame, it is the bank's policy that delays the refund timing and we have no control over that. If the mode of refund is by NMS Wallet, credit should be available within 24 hours.

How to Request a Refund:

To request a refund, simply contact us on WhatsApp with your order details, including the reason why you're requesting a refund. We take customer feedback very seriously and use it to constantly improve our quality of service.

If you have any queries, do call our help desk at +91 9744958122, or contact our customer support through akcog2022@gmail.com. We're here for you!

Return Policy -

We do our best to ensure that the products you order are delivered according to your specifications. However, should you receive an incomplete order, damaged or incorrect product(s), please notify AKCOG Customer Support immediately within 7 working days of receiving the products, to ensure prompt resolution. Please note that boldcare.com will not accept liability for such delivery issues if you fail to notify us within 7 working days of receipt.

We also understand that various circumstances may arise leading you to want to return a product or products that are not defective. In these cases, we may allow the return of unopened, unused products after deducting a 20% restocking charge, ONLY if you notify us within 30 working days of receipt.