



Refund and Replacement Policy:

At Glovana, we stand by the quality and integrity of our natural skincare products. Your satisfaction is our priority, and we strive to ensure a hassle-free experience. Please review our refund and replacement policy below:

1. Refund/Replacement Request Window: We accept refund or replacement requests within 2 days from the date of delivery.
2. Contact Information: For any refund or replacement inquiries, please contact us via email at glovanaskincare@gmail.com or call us on +91-7780440055.
3. Review Process: Upon receiving your request, we require 2 working days to review it thoroughly and provide you with the next steps.
4. Reverse Pick-Up: If deemed necessary, we will arrange for a reverse pick-up of the product.
5. Refund Initiation: Once the returned order is received and verified, we will initiate the refund within 24 hours.
6. Eligible Cases for Refund/Replacement: We offer refunds or replacements in the following cases only:
 - Wrong product delivered
 - Expired product delivered
 - Damaged product delivered (physically damaged or packaging tampered with)
 - Confirmation of delivery, but product not received by the customer.

Thank you for choosing Glovana. Your trust in our organic skincare products is greatly appreciated.