

Holla Rewardz Refund Policy

Overview

At Holla Rewardz, customer satisfaction is our top priority. This Refund Policy outlines the conditions under which refunds will be granted and the procedures for requesting them. By making a purchase through Holla Rewardz, you agree to the terms of this Refund Policy.

Eligibility for Refunds

Digital Products and Services

Subscription Services: Refunds for subscription services are available within the first 7 days of the initial purchase. Subsequent renewals are non-refundable.

E-Gift Cards and Vouchers: E-Gift cards and vouchers are non-refundable and non-exchangeable.

Physical Products

Damaged or Defective Items: If you receive a damaged or defective item, you are eligible for a refund or replacement. You must notify us within 14 days of receipt.

Incorrect Items: If you receive an incorrect item, you are eligible for a refund or exchange. You must notify us within 14 days of receipt.

General Returns: Physical products in their original, unopened packaging can be returned for a refund within 30 days of purchase. Items must be unused and in the same condition that you received them.

Refund Process

Requesting a Refund - To request a refund, contact our customer service team at [customer service email] with the following information:

- Card number
- Reason for the refund request
- Photos of the damaged or defective item (if applicable)

Approval and Processing - Once your refund request is received and inspected, we will notify you of the approval or rejection of your refund. If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within 7-10 business days.

Exceptions and Non-Refundable Items

Perishable goods: Food, flowers, newspapers, or magazines cannot be returned.

Personalized Items: Custom or personalized items are non-refundable.

Sale Items: Only regular-priced items may be refunded; sale items are non-refundable.

Late or Missing Refunds - If you haven't received a refund within the stated period, please check your bank account again and contact your credit card company or bank. There is often some processing time before a refund is posted. If you've done all of this and still have not received your refund, please contact us at +91 11 4244 0037 or email us at info@hollarewardz.com

Shipping Costs

Return Shipping: You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

Shipping Refunds: If you receive a refund, the cost of return shipping will be deducted from your refund, unless the return is due to our error (e.g., you received an incorrect or defective item).

Contact Information

For any questions or concerns regarding this Refund Policy, please contact us at:

Email: info@hollarewardz.com

Phone: +91 11 4244 0037

Address: E 131 2nd Floor Ganpati Bhawan Mohammadpur Bhikaji Cama Place New Delhi - 110066

This Refund Policy is subject to change at any time. Please review it periodically for any updates.