

Cancellations & Refund Policy

Effective Date: 11/11/2025

Company Name: 5ml Limited

Registered Office: 1, Manak Complex, Behind Power House, Pratap Colony, Bhinmal, Jalore, Rajasthan, India – 343029

Website: www.5ml.co.in

Email: kailashk@5ml.co.in

1. Introduction

This Cancellations & Refund Policy outlines the terms under which 5ml Limited ("Company," "we," "our," or "us") handles order cancellations, product returns, and refunds. By placing an order through our website or business representatives, you acknowledge that you have read and agreed to this policy.

2. Order Cancellations

- Orders once confirmed and processed cannot be cancelled, except under exceptional circumstances and only before dispatch.
- Cancellation requests must be sent in writing to kailashk@5ml.co.in within 24 hours of order placement.
- Once the goods are shipped or invoiced, no cancellation will be entertained.

3. Return & Replacement Policy

- Due to the pharmaceutical nature of our products, returns are not accepted once goods have been delivered, except in cases of:
 - Manufacturing defects
 - Damage during transit
 - Incorrect product dispatch
- To request a replacement, customers must notify the company within 48 hours of product delivery, providing supporting evidence such as batch number, invoice, and product images.
- Returned products must remain unopened, unused, and in original packaging.

4. Refund Policy

- Refunds will only be processed if:
 - A cancellation request is approved before dispatch, or
 - The product is proven defective or damaged, and replacement is not feasible.
- Approved refunds will be processed within 7–10 business days through the original mode of payment.
- Shipping, handling, or bank transaction fees (if any) are non-refundable.

5. Product Damage or Shortage

- Any shortage or visible damage must be reported immediately upon receipt of goods.
- Claims made after 48 hours of delivery will not be accepted.
- 5ml Limited reserves the right to verify all claims before approving replacement or refund.

6. Non-Returnable Items

The following items are non-returnable under any circumstances:

- Opened or partially used pharmaceutical products
- Temperature-sensitive medicines
- Custom or special-order formulations

7. Discretionary Rights

5ml Limited reserves the right to:

- Reject any cancellation or refund request that does not meet policy requirements.
- Modify or update this policy at any time without prior notice.

8. Contact Us

For any questions or concerns related to cancellations, replacements, or refunds, please contact:

Email: kailashk@5ml.co.in

Address: 1, Manak Complex, Behind Power House, Pratap Colony, Bhinmal, Jalore, Rajasthan,
India – 343029