

Return and Refund Policy

Mozan Pharma offers a flexible return policy for items ordered with us. Under this policy, unopened and unused items must be returned within 10 working days from the date of delivery. The return window will be listed in the returns section of the order, once delivered.

Items are not eligible for return under the following circumstances:

- If items have been opened, partially used, or disfigured. Please check the package carefully at the time of delivery before opening and using.
- If the item's packaging/box or seal has been tampered with. Do not accept the delivery if the package appears to be tampered with.
- If it is mentioned on the product details page that the item is non-returnable.
- If the return window for items in an order has expired. No items can be returned after 10 working days from the delivery date.
- If any accessories supplied with the items are missing.
- If the item does not have the original serial number/UPC number/barcode affixed, which was present at the time of delivery.
- If there is any damage/defect which is not covered under the manufacturer's warranty.
- If the item is damaged due to visible misuse.
- Any refrigerated items like insulin or products that are heat sensitive are non-returnable.
- Items related to baby care, food & nutrition, healthcare devices, and sexual wellness such as but not limited to diapers, health drinks, health supplements, glucometers, glucometer strips/lancets, health monitors, condoms, pregnancy/fertility kits, etc.

Do you sell medicine strips in full or it can be single units too?

We sell in single units to give customers flexibility in selecting specific amounts of medicine required. We provide single units of medicine as our pharmacist can cut strips.

When can I expect delivery?

Currently, we offer approximately 1-10 working days delivery time. But the Delivery might be delayed for any cause which is beyond reasonable control or any valid reason.

I have broken the seal, can I return it?

No, you can not return any items with a broken seal.

Can I return medicine that is partially consumed?

No, you cannot return partially consumed items. Only unopened items that have not been used can be returned.

When can I expect to get a refund?

If eligible for a refund, your refund will be disbursed within 10 working days (approximately) but it may take longer time in exceptional cases.