

# **NXTZON Refund & Cancellation Policy**

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At NXTZON, we value our customers and want to provide a smooth shopping experience. This Refund & Cancellation Policy explains how cancellations, returns, and refunds are handled on our platform.

## **1. Order Cancellation**

Orders can be cancelled within 24 hours of placing the order (before shipping).

Once an order is processed or shipped, it cannot be cancelled.

In case of accidental payment or duplicate order, you can request support at [info@nxtzon.com](mailto:info@nxtzon.com).

## **2. Return Policy**

Returns are accepted only if the product delivered is damaged, defective, or incorrect.

You must raise a return request within 7 days of delivery.

Digital products (eBooks, downloadable files, coupons, subscriptions) are non-refundable & non-returnable.

### **3. Refund Process**

Once your return/cancellation is approved:

Refund will be processed to your original payment method / wallet within 7–10 working days.

In case of partial order cancellation, only the eligible product amount will be refunded.

Shipping charges, handling fees, or admin fees are non-refundable.

### **4. Non-Refundable Situations**

Refund will not be applicable if:

Order is cancelled after shipping

Product is damaged due to customer misuse

Product is used/partially consumed

Customer fails to raise a request within the given time

## 5. Admin Rights

NXTZON reserves the right to approve or reject refund/cancellation requests based on policy compliance.

In case of any dispute, the decision of NXTZON Management will be final.

## 6. Contact for Support

For cancellations, returns, or refund issues:

 Email: [info@nxtzon.com](mailto:info@nxtzon.com)