

Kosi Refund Policy

Exceptions / non-returnable items

For hygienic, public health reasons, certain types of items cannot be returned:

- Personal care goods (beauty products, cosmetics or fragrances);
- Damaged or intentionally damaged goods.
- Custom products (such as special orders or personalized items);
- We also do not accept returns of hazardous materials, flammable liquids, or gases.
- Goods damaged/defected by incorrect storage conditions or heat damage

We have a 7-day return policy, which means you have 7 days after receiving your item to request a return.

Refunds/Exchanges for items returned within 7 days of the purchase date will be credited in the full amount (excluding all shipping costs) via a credit note on your ACCOUNT.

NO CASH REFUNDS CAN BE MADE

To be eligible for a return, your item must be in the same condition that you received it, unused, with tags, sealed and in its original packaging. Please note that the original Kosi packaging must not be damaged, and packaging must include all original items.

How to Process a return

Contact us info@kosichem.com, if your return is accepted, we'll send you a Returns form to complete which will also include a Returns Authorization Number (number to be placed on returning package). Instructions on how and where to send your package will also be provided. Items sent back to us without first requesting a return will not be accepted.

Complete the returns form and send it back to us. All goods must be packed in the original packaging received (or equivalent) to ensure adequate protection in transit. The Return Authorization Number must be clearly marked on the shipping box. You are liable for any return shipping costs incurred.

Once we have received your goods, provided the items are returned in the conditions stipulated (unworn or unused, with tags, sealed and in its original packaging, the original manufacture's packaging must not be damaged and packaging must include all original items), your refund will be issued without delay. Your return will be confirmed via email and you will receive your refund as a credit note to use to the value of your purchase. You will be able to use your credit note within 3 months of receipt. Thereafter the Credit note will be Voided.

Damages and issues

Please inspect your order upon receipt of the package and contact us within 48 hours if the item is defective, damaged, missing or if you received the wrong item so that we can evaluate and assist you further.

Regrettably, we do not accept returns on unboxed products, sale items or special priced items.

Please reach out to us if you have any questions or concerns regarding your purchase at Kosi chemicals

In case the following conditions are not met, Kosi chemicals reserves the right to charge a 20% handling fee or refuse the exchange or refund.

Kosi Chemicals Manufacturer – Tejal Chana

011 811 2690

02/01/2021

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