



Cancellations, Refunds and Returns or Replacements

Cancellations and Refunds

1. As a general rule you cannot cancel your order after 5 minutes of having placed a CONFIRMED order.
2. However, in the unlikely event of an item on your order being unavailable, your order will be dispatched with available items and the website will be updated with a PARTIALLY DISPATCHED and the Merchant will communicate with you before dispatching the order.
3. Any issues related to refunds or payment shall be discussed directly with the Merchant as EpiSmart does not accept any online payments and EpiSmart is NOT responsible for any replacement or payment related issues.
4. The Merchants reserve the sole right to cancel your order in the following circumstances:
 - i. In the event of the designated address falls outside the delivery zone offered by Merchants; (CANCELLED - OUT OF RANGE) or
 - ii. Failure to deliver your order due to lack of information, direction or authorization from you at the time of delivery; or
 - iii. Unavailability of all the items ordered by you at the time of booking the order; or
 - iv. Failure due to reasons beyond EpiSmart's control or attributable to the Merchant.

Returns or Replacements

1. EpiSmart is NOT responsible or liable for the quality of the goods delivered.
2. It is the Customer's responsibility to check the physical state and quality of the products while picking up/in front of Merchant's delivery person and contact the Merchant immediately in case of any discrepancies. Any request for return or replacement will NOT be entertained by Merchant afterwards.
3. The decision to return or replace rests with the Merchant alone and not EpiSmart. EpiSmart will not answer any queries related to quality, return, refund or replacement.
4. EpiSmart shall not provide any refunds or replacements and any concerns related to this needs to be addressed directly to the Merchant. EpiSmart plays no part in the communications between the Customer and the Merchant.
5. In case of disagreement between Merchant and Customer, EpiSmart is not responsible for any returns, refunds or replacements.