



Returns Policy:

My Master Family is the proud Indian direct selling organization. The superior value and high quality of My Master Family products and services have earned us the trust of our IBA's and their customers. This trust is a precious and unique relationship. Everyone must share in the My Master Family commitment to excellence. Everyone has a responsibility to ensure the superior value and high quality of My Master Family products and services – quality and value that we guarantee!

My Master Family's Customer Product Refund Policy (for Non-promo code products)
All non-promo code My Master Family Products are covered by My Master Family's Customer Product Refund Policy. If the Customer is not completely satisfied, he/she is entitled to return the products within 30 days from the date of delivery for a full refund. The refund policy is applicable only for products in marketable condition and accompanied with an invoice. This policy does not apply to products that have been intentionally damaged or misused. It is incumbent upon My Master Family IBAs to follow the Customer Product Refund Policy in letter and spirit.

Customers may return the products to My Master Family IBA's within 30 days of purchase as follows:

Condition: Marketable#

Time Period: Within 30 days of purchase

Invoice: YES

Payment: As per IBA invoice

Marketable refers to products that are unopened and sealed.

Reference Notes:

The IBA must return the product(s) to My Master Family address as in the website. Period of return for products is calculated as the number of days from the Invoice Date, to the date of receipt at the My Master Family company office. Condition refers to the condition in which the stock is received back from the IBA as a return. The product can be 'marketable' depending on the condition of the returned stock as assessed by the Returns executive at the My Master Family manufacturing unit.

BV adjustment of Products returned shall be processed in the same month. Total BV of the returned products will be deducted from the returning IBA's account. If unsold products return is greater than or equal than 5 (Five) in number on a single invoice, 10% handling charges will be deducted.

The Product Return Policy does not apply to products which have been bought along with promo codes. Total returns cannot exceed the quantity appearing on the Invoice. If products are return by customers directly to My Master Family, BV adjustment shall be done from the IBA's account & any excess amount paid shall be recoverable from IBA.