

Return Policy:

OPIUM Perfumes endeavors for the best shopping experience to its customers. As opened or used products cannot be reused or resold, the items cannot be returned to the seller once delivered.

The customer should contact our customer care within 24-48 hours in the event they receive a damaged / broken/ leaked product.

In extreme cases of damaged product delivery (leakage / broken / missing items) due to transit, a refund / exchange can be initiated after a thorough verification of the refund policy.

Our products contain active natural extracts and ingredients and damages due to neglect, improper usage or wrong application will not be covered under this Policy. This also does not cover repercussions arising out of specific sensitivities towards a product/ ingredient and you are advised to do patch test as cautioned in every product.

Refund Policy:

OPIUM Perfumes is not responsible for any damage after the delivery of the products.

An unboxing video is mandatory with the original packaging in case of claims on missing items / leakage / breakage or damage / incorrect product, has to be made.

In case of refund to be claimed kindly contact our customer care on +91 95538 95583 or write to us on support@wearopium.in with the necessary images and videos related to your claim with subject line "Refund For ".

In case of a package being tampered / damaged / defected kindly refuse to accept the package from the delivery partner on the spot.

Contact the customer care team on +91 95538 95583 if the order is marked as delivered and is not received by the customer, within 3 days of the product being marked delivered. No refunds shall be made post this period.

The amount of refund does not include the delivery charge as they are non-refundable by delivery partners.

Any cash on delivery refunds shall be initiated to the bank account provided by the customer in the above manner within 4-7 working days.

A claim of refund should be made within 24 hours of order delivery with the details.

If accepted, your refund may take up to 2 weeks to be credited from the day of refund acceptance by OPIUM Perfumes

OPIUM Perfumes will provide all the details with relevant screenshots along with transaction id once the refund is initiated.

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Cancellation Policy:

Cancellation of orders can be processed before their dispatch from the warehouses only. A gateway charge of 2.5% shall be levied against your order for cancellation.

A refund for paid orders shall be credited to the original payment account within 15 days of cancellation acceptance.

Orders cannot be cancelled once shipped from the warehouses and an amount 75 will be deducted once the order is shipped and if it is returned back to the seller (prepaid orders).