

Order Cancellation

Orders can be cancelled before dispatch by contacting us at +91 6003215321 or info@nivraindia.com. Once the order has been dispatched, cancellation may not be possible.

Refund Policy

Refunds may be issued in the following cases:

- Incorrect product delivered
- Damaged product at the time of delivery
- Duplicate payment

Approved refunds will be processed within 5–7 business days through the original payment method.

20L Jar Refund Policy

For 20L jar subscriptions:

- Jar deposit (if applicable) is refundable upon return of jar in good condition.
 - Refill payments are non-refundable once delivery is completed.
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Non-Refundable Situations

Refunds will not be provided for:

- Change of mind after delivery
 - Incorrect address provided by customer
 - Failed delivery due to customer unavailability
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Contact for Refund Requests

For refund or cancellation requests, contact:

NIVRA – Hydrate Your Vibes

Phone: +91 6003215321

Email: info@nivraindia.com