

RETURN AND REFUND POLICY

Update date: 21-10-2022

1 – Defective Product and Return/Refund

If despite all the care taken by Castalis in the preparation of orders, one of the Products delivered should prove to be defective, the Customer shall have a period of seven (7) days from the date of delivery to return the defective Product at their own expense for exchange or refund. In order for this request to be processed as quickly as possible, any defect must be notified to Castalis Customer Service, available in the "Contact Us" section of the Site, which will then issue a return authorization number.

The package with the return authorization number must be returned, with sufficient postage, to the address provided by Castalis Customer Service.

Any claim made after the seven-day period will be rejected and Castalis will be released from any responsibility.

If the above conditions are met, Castalis will then exchange or reimburse the defective Product(s) and the shipping costs related to the Product(s) within thirty (30) days from the date of receipt of the package by Castalis.

2 – Right of withdrawal and return/refund of the Products

In accordance with the regulations in force and Article 50 of the Bulgarian Consumer Protection Act, all Customers have a right of withdrawal of fourteen (14) days from the date of receipt of their order for Castalis Products. At the end of this period, the right of withdrawal becomes irretrievably null and void.

Within this fourteen (14) day period, the Customer must exercise his right of withdrawal with Castalis:

- Either by means of a withdrawal form drawn up in accordance with Annex No. 6 of the Bulgarian Consumer Protection Act (Annex No. 6) and made available to the Client upon request to the Castalis' Customer Service Department;
- Or by any other unequivocal written means, for example by sending a letter or e-mail to the Castalis' Customer Service Department in which the following information is mentioned: surname, first name, address, telephone number, e-mail address of the Customer, as well as the description of the Products ordered, their quantity, the order number, the order date, and the delivery date.

Upon receipt of either the withdrawal form or the above-mentioned letter, Castalis will acknowledge receipt and provide the Customer with a return authorization number. The Customer then has an additional period of fourteen (14) days to return, at his/her own expense, the Product(s) he/she has ordered if he/she is not satisfied with them. This period runs from the day of obtaining the authorization number mentioned above.

Castalis Products that are subject to retraction must be returned in their original packaging to the address provided by Castalis' Customer Service. The Products must be returned in new condition and suitable for resale, i.e:

- No open Product;
- No spoiled Product;
- No damaged Product;
- No partially consumed Product;
- No Product not stored according to the recommendations indicated on the packaging;

- In general, no alteration or change of any of the Castalis Products ordered, which would prevent the return of the Castalis Product.

The Products must be accompanied by all their accessories and accompanied by the return number provided by Castalis. The costs and risks related to the return of the product are the responsibility of the Customer. If the product is lost by the carrier during shipment, the Client will be solely responsible and will not be reimbursed by Castalis.

Within the framework of this right of withdrawal, and for Castalis products returned that are incomplete, damaged, soiled or unfit for resale, Castalis may refuse to reimburse the returned products, or apply a discount to the amount of the reimbursement.

Any package returned to the address communicated by Castalis Customer Service and not including any element allowing the identification of the Customer, in particular the return number, will not be reimbursed under any circumstances. No claim from the Customer will be accepted.

If the above conditions are met, Castalis will reimburse the customer by bank transfer within thirty (30) days maximum from the date of receipt by Castalis of the package, the sums paid by the customer, with the exception of the shipping costs and the cost of returning the Products, which remain the responsibility of the customer.

The costs and risks associated with the return shipment shall be borne by the Client. Consequently, it is up to the Customer to keep all proof of this return. Castalis, therefore, recommends that the Customer return the Products by registered mail.

3 - "Satisfied or your money back" commercial guarantee and Product refunds

In addition to the Right of Withdrawal (Article 8 above) and Legal Guarantees (Article 10.1 above), Castalis offers its Customers an additional commercial guarantee on its Products, the "Satisfied or Refunded" Guarantee.

Castalis undertakes to reimburse, to any Customer who so requests under the conditions set out below, all Products purchased if the Customer is not satisfied at the end of the program he/she has started (the first day of which is expressly understood to be the day on which the Customer receives the Products ordered).

To claim this commercial guarantee, the Customer must first ensure and guarantee that he/she meets the following conditions:

- To have consumed the Product(s) for which he/she is requesting reimbursement during the entire period of the program he/she ordered,
- To have scrupulously respected the daily portions recommended by Castalis,
- To have consumed the Product(s) as part of a healthy and balanced lifestyle,
- To have not consumed the Product(s) as a substitute for varied and balanced meals,
- To have collected a refund request form from Castalis' Customer Service.

The Customer then has a period of seven (7) days from the last day of the program to make a request for a refund to Castalis, as follows:

- The refund request must be made by registered mail with the return receipt requested, addressed to the customer service department whose postal address is given in the "Contact Us" section of the Site. This request must be accompanied by:

- The refund request form previously collected from Customer Service, duly completed with the required information (name, first name, address, telephone number, email address of the Customer, as well as the description of the Products ordered concerned, their quantity, the order number, the order date, and the delivery date),
- A printed copy of the order confirmation e-mail sent by Castalis to the Customer,
- All empty pillboxes of Products ordered and consumed during the program,

- A bank statement in the name of the Client, for a refund by Castalis by bank transfer.

The cost of sending the request for reimbursement shall be borne exclusively by the Client. Any request for reimbursement that is incomplete and/or made after the seven (7) day period mentioned above will be rejected.

If the above conditions are met, Castalis will then proceed to refund the Product(s) within thirty (30) days from the date of receipt by Castalis of the refund request.

This "Satisfied or refunded" guarantee is strictly limited to one refund of Products, per Client, regardless of the number and duration of the programs started.

Your absolute satisfaction is the number one objective of our return and refund policy.

If you wish, you can also consult our General Terms and Conditions of Use and Sale in the corresponding section of the Site for more details on these terms.