



Returns And Cancellations

Returns Policy

1. Return Eligibility

We want you to be completely satisfied with your purchase. If you are not satisfied with your order for any reason, you may be eligible to return the item(s) subject to the conditions outlined below.

2. Timeframe for Returns

You may initiate a return within 1 day from the date of delivery.

3. Eligible Items

To be eligible for a return, items must meet the following criteria:

- The item is in its original packaging.
- The item is unused, undamaged, and in the same condition as when received.
- The item must have all original tags, labels, and accessories.

4. Non-Eligible Items

Certain items are not eligible for return, including but not limited to:

- Custom-made or personalized items.
- Perishable goods.
- Intimate or sanitary products (e.g., underwear, swimwear).
- Items listed as non-returnable in the product description.

5. Return Process

To initiate a return, please follow these steps:

- Contact our customer support team at support [a t] nthrys.com to request a Return Authorization (RA) number.
- Clearly mark the RA number on the outside of the return package.
- Include a copy of the original packing slip or invoice inside the package.
- Ship the return to the address provided by our customer support team.

6. Return Shipping

Return shipping costs are the responsibility of the customer unless the return is due to an error on our part or a defective item. We recommend using a trackable shipping method to ensure the safe return of your item.

7. Refund Process

Once we receive and inspect the returned item, we will notify you regarding the status of your refund. Refunds will be issued to the original payment method used for the purchase. Please allow 7 working days for the refund to be processed.

8. Restocking Fee

A restocking fee may apply to certain returns. If applicable, this fee will be deducted from the refund amount.

9. Damaged or Defective Items

If you receive a damaged or defective item, please contact us immediately. We will provide instructions on how to proceed with the return or replacement of the item.

10. Contact Information

If you have any questions or need further assistance regarding returns, please don't hesitate to contact us at support [a t] nthrys.com.

Please note that this Returns Policy is subject to change without prior notice. It is your responsibility to review and understand our policy before making a return.