



Refund Policy

The Sunflower group endeavor to provide our customers with high-quality products and service. We want you to be completely satisfied with your purchase. However, we understand there may be occurrences where a refund is necessary. Please read our refund policy carefully to understand the guidelines and procedures.

Eligibility for Refunds:

To be eligible for a refund, you must have purchased the product directly from the Sunflower Group

Refunds are applicable within 45 days from the date of purchase.

Return Process:

To initiate a refund, please contact our customer support team via email or phone, providing your order details and reasons for the refund request.

We may request additional information or evidence to assess the reason for your refund.

Refund Evaluation:

We will evaluate each refund request on a case-by-case basis.

The condition of the returned product will be considered during the evaluation process.

Refunds may be denied if the product shows signs of misuse, damage, or alteration beyond its original condition.

Refund Options:

If your refund request is approved, we will notify you via email and initiate the refund process.

The refund will be issued using the original payment method used for the purchase.

Please note that depending on the payment method and financial institution, it may take some time for the refund to appear in your account.

Non-Refundable Items:

Certain products may be exempt from refunds due to hygiene reasons or applicable regulations. These include but are not limited to consumables, personalized items and products with sealed packaging that has been opened.

Shipping Costs:

Shipping costs incurred during the initial purchase or return process are non-refundable, unless the return is due to an error on our part.

Warranty Claims:

If you believe your product is defective or covered under warranty, please refer to our separate warranty policy for guidance on how to proceed.

Please note that this refund policy applies to purchases made directly through the Sunflower Group. If you have purchased our products through authorized resellers or other channels, their respective refund policies may apply.

We reserve the right to update or modify this refund policy at any time. Any changes will be effective immediately upon posting on our website.

If you have any further questions or require assistance, please don't hesitate to contact our customer support team.