



Return Policy – Bienestar Lifehuni

Introduction

At Bienestar Lifehuni, we strive to ensure that all our customers receive high-quality products and feel satisfied with their shopping experience. If for any reason you are not satisfied with your order, you may request a return or exchange under the following conditions.

1. Request Timeframe

You have up to 7 calendar days after receiving your product to request a return or exchange. After this period, we will not be able to process any return, exchange, or refund requests.

2. Product Conditions

To be eligible for a return, the product must be new and unused, in its original packaging, with seals and labels intact, and show no signs of use, damage, or consumption.

3. Non-Returnable Products

For hygiene and personal care reasons, we do not accept returns of opened dietary supplements or products with broken seals, or used cosmetic or personal care products.

4. Defective or Incorrect Products

If you receive a defective, damaged, or incorrect product, contact us within 48 hours and provide your order number and photos. We will handle the exchange at no additional cost.

5. Shipping Costs

If the return is due to our error, we cover shipping. Otherwise, the customer is responsible.

6. Refunds

Refunds are issued only to the original payment method. Processing may take 5–10 business days after inspection.

7. Contact

Email: administrador@bienestarlifehuni.com

WhatsApp: +57 315 781 7243 / +57 320 898 5740

Response time: 24–48 business hours.

Thank you for trusting **Bienestar Lifehuni**. Your well-being is our mission.