

What are the conditions for refund?

1. How long after delivery can I submit my claim and how?

- Please get in touch with our customer services by giving a call on 021 111-202-202 or by sending an email at contact@expressions.com.pk within 7 days.
- Our Customer Services will help you filling the return & refund form.
- Please return the product by filling and submitting the refund form along with the product at your nearest M&P Express Center.

2. How will I be refunded in case of return?

Refund will be made in the following ways:

- **Internal Credit:** Refund amount will be credited on your online registered account with expressions.com.pk within 48 hours.
- **Bank transfer:** A Cheque will be dispatched for your address within 14 business days after the item has returned.

Non-Returnable/Refundable items are:

- Edibles such as Cake, Sweets, Dry Fruits and other consumables cannot be returned.
- All promotional and discounted items cannot be returned.
- Phones / Tablets cannot be returned.
- Customized products cannot be returned.