

**Cancellation & Refund policy**

You are entitled to cancel your orders. However, there might be a delivery charge if the order has been dispatched.

Returns should be made within 7 days of the receipt of delivery, unopened, undamaged packing in its original box. Please note that we must be notified of your return prior to returning the package, inform us by email: [info@shenzhou.com](mailto:info@shenzhou.com). We will refund you the full amount of the goods except the delivery charges on condition there are no damages. We can issue a refund or a credit note. Amounts refunded will equal the amount paid for the particular product at the time of the order.

Once the goods are opened or herbs that are mixed by our pharmacy may not be returned or exchanged.

If you receive goods found to be faulty, please inform us and return to us as soon as possible. We will replace with new, and free of charge.

If there are any damages incurred during the transit, please report to us within 48 hours on the receipt of the delivery.

Returns should be sent to the following address:

CMC Tasly Group BV

Sales Department

Geldersekade 67

1011EK Amsterdam

The Netherlands