

Shipping, Returns & Refund Policy

1. Shipping Policy

1.1) Shipping Coverage

Tilcare currently ships only within the United States, excluding:

- Puerto Rico
- U.S. territories
- Offshore U.S. military bases (APO/FPO/DPO addresses)

We do not offer international shipping at this time.

1.2) Free Shipping

We offer **free** standard shipping on all eligible orders within the United States. No minimum purchase is required unless otherwise stated during promotional campaigns.

1.3) Order Processing Time

- Orders are typically processed within **1–2 business days** (Monday–Friday, excluding holidays).
- Orders placed on weekends or holidays will be processed on the next business day.
- During peak periods, processing times may be slightly extended.

Once your order has been shipped, you will receive a confirmation email with tracking information.

1.4) Delivery Time

Estimated delivery time: **3–5 business days** after shipment.

Please note:

- Delivery timeframes are estimates and not guarantees.
- Delays caused by carriers, weather conditions, holidays, or other unforeseen circumstances are beyond our control.
- Tilcare is not liable for shipping delays once the package has been handed to the carrier.

1.5) Tracking Information

All eligible shipments include tracking.

You will receive a tracking number via email once your order is dispatched.

If you experience issues with tracking or delivery, please contact:

Email: customers@tilcare.com

1.6) Incorrect Shipping Information

Customers are responsible for providing accurate shipping information.

If an incorrect address is provided:

- We are not responsible for lost packages.
- Reshipping may require additional fees.
- Address changes may not be possible once the order is processed.

1.7) Lost or Damaged Packages

If your order arrives damaged or appears lost:

- Contact us within **7 days of delivery confirmation**
- Provide your order number and photos (if damaged)

We will investigate and determine eligibility for replacement or refund.

2. Returns & Refund Policy

2.1) 30-Day Manufacturer Guarantee

We offer a **30-day money-back manufacturer guarantee** or **free replacement** for eligible products.

You may request a return or replacement within **30 days from the date of delivery**.

2.2) Eligibility for Returns

To qualify for a return or refund:

- The product must be purchased directly from Tilcare.com
- The request must be made within 30 days of delivery
- The item must be in acceptable condition (subject to review)
- Proof of purchase (order number) is required

We reserve the right to deny return requests that do not meet these conditions.

2.3) Non-Returnable Items

The following may not be eligible for return:

- Items marked as final sale
- Products damaged due to misuse
- Items returned beyond the 30-day window
- Products not purchased directly from our website

For hygiene and health-related reasons, certain opened products may be evaluated on a case-by-case basis.

2.4) How to Initiate a Return

To start a return or replacement request:

1. Email customers@tilcare.com
2. Include your order number
3. Provide reason for return
4. Attach photos if applicable

Our support team will review your request and provide return instructions if approved.

2.5) Refund Process

If your return is approved:

- Refunds will be issued to the original payment method
- Processing time: 5–10 business days (depending on your bank/payment provider)
- Shipping fees (if applicable) are non-refundable unless the error was ours

2.6) Replacement Policy

If your product is defective or damaged:

- We may offer a free replacement instead of a refund
- Replacement eligibility is determined after review

2.7) Exchanges

We currently do not offer direct exchanges.

If you wish to replace an item with a different product, you must:

- Request a return (if eligible)

- Place a new order separately

3. Order Cancellations

You may request order cancellation before it has been processed or shipped. Once an order has shipped, it cannot be canceled and must go through the return process.

To request cancellation:

Email: customers@tilcare.com

4. Limitation of Liability

Tilco Trading Ltd is not responsible for:

- Carrier delays
- Incorrect addresses provided by customers
- Delivery issues outside our control
- Minor packaging damage that does not affect product functionality
- Our liability is limited to the purchase price of the product.

5. Contact Information

Tilco Trading Ltd

- **Address:** Downtown Core, Central Region, Singapore
- **Email:** customers@tilcare.com