

Reshipment and refund policy

Due to new US customs regulations and tariffs, delivery times may be extended for reasons beyond our control.

Customers outside the USA are advised to choose delivery from CIS warehouses.

Orders Eligible for Reshipment / Refund / Store Credit

Your order qualifies if:

- Products were damaged during transit.
- Parcel was seized, lost, or returned by customs.
- Parcel exceeds the Guaranteed Delivery Time.
- Order includes perishables (Semax, Selank, Visomitin, Exomitin, Grippferon) in transit >30 days.
- You filed a complaint within 3 days after delivery (for damage or missing items).
- Not applicable for customers from high-risk countries.

Orders NOT Eligible for Compensation

No reshipment, refund, or store credit if:

You were unsatisfied with the product or had an allergic reaction.

You changed your mind after receiving a good-quality product.

You did not collect the parcel / provided a wrong address.

Tracking shows "Delivered", but you claim non-receipt.

You used a third-party forwarder or aggregator.

You ordered Phenibut to Australia (banned).

You ordered to a high-risk destination.

High-Risk Destinations

Orders to these countries are not covered by standard reshipment/refund rules, except if:

The parcel was damaged during transit, or it didn't reach your country due to warehouse/customs issues.

White List (covered by standard policy):

Bulgaria, Canada, Croatia, Finland, France, Greece, Hungary, Hong Kong, India, Israel, Japan, South Korea, Latvia, Lithuania, Malta, New Zealand, Puerto Rico, Romania, Serbia, Singapore, Switzerland, Taiwan, Thailand, Turkey, United Kingdom, United States.

All other destinations are considered High-Risk.

How We Process Compensation

Refunds: via BTC wallet only, processed within 1–3 business days. Reshipments: sent within 1–3 business days, depending on stock availability. Store Credit: available upon request.