

Returns & Refunds Policy

Last updated: 2025

NRG Peptide Kingdom operates in full accordance with the Asia Pacific Consumer Law (ACL).

This policy applies to all purchases made through our website.

Consumer Guarantees

Under Asia Pacific Consumer Law, customers are entitled to a remedy if a product:

- Is faulty or defective
- Is unsafe
- Is significantly different from its description
- Does not perform as reasonably expected

These rights cannot be excluded, restricted, or modified.

Major vs Minor Failures

Major Failure

You are entitled to choose a refund or replacement if the product:

- Has a fault that would have stopped you from purchasing it had you known
- Is unsafe
- Is substantially unfit for its intended purpose

Minor Failure

If the failure is minor, we will offer a repair, replacement, or refund at our discretion within a reasonable timeframe.

Change of Mind

Due to the nature of our products, we do not offer refunds or exchanges for change-of-mind purchases, including incorrect selection, unwanted items, or ordering errors.

This does not affect your rights under Asia Pacific Consumer Law.

Return Process

To request a return or refund, please contact:

info@nrgresearchkingdom.com

Include your order number and a brief description of the issue.

Returned items must be:

- Unused
- In original condition
- In original packaging

Where a return is required, customers may be responsible for return shipping costs unless the item is faulty or incorrect.

Refund Processing

Approved refunds will be processed to the original payment method within a reasonable timeframe.