

Refund and Cancellation Policy

Sapphire Mineral Water Supply's mission is to provide 100% customer satisfaction. If any item you receive has any defect, faulty workmanship, or defect due to shipping, Sapphire Mineral Water Supply will refund it. Please note that we do not accept returns or provide refunds for perishable items. In some cases we will provide credit on a case by case basis for future purchases. Also we are unable to accept any unsealed products as returns.

If you need to return any item that meets these conditions, you must notify us within two days from the date of delivery of goods. Please email us at madinahmkt@yahoo.com. Your inquiry will be promptly returned within 48 hours. We will issue a 100% refund, which will be either credited to your next Sapphire Mineral Water Supply order or refunded back to your credit card account as per your request.

All items must be returned in their original packaging, with all original accessories.

Sapphire Mineral Water Supply return policy does not cover damage caused after an item has arrived at its destination, including spoilage, melting or other damage. All items must be returned in its original, unopened condition. Sapphire Mineral Water Supply will refund shipping charges only if the return is a result of our own error.

Sapphire Mineral Water Supply will pick up the returned items from customer's location where it was originally delivered. For return of items against orders placed for store pick-up, has to be returned at the store location.