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Returns Policy

At Bio-Torq, we strive to ensure your satisfaction with every purchase from our e-commerce website. In the event that you are not entirely pleased with your purchase, we have outlined our returns policy below to make the return process as smooth as possible:

1. Eligibility for Returns:

You may be eligible to return a product within 7 days from the date of purchase. To be eligible, the item must be unused, in the same condition as received, and in the original packaging.

2. Initiating a Return:

To initiate a return, please contact our customer service team at info@bio-torq.co.za/0662136637 to obtain a Return Merchandise Authorization (RMA) number. This number must be clearly marked on the outside of the package and brought in-store for return.

3. Return Shipping:

Customers are responsible for the cost of return shipping unless the return is due to an error on our part or a defective product. We recommend using a trackable shipping service and insuring the package to ensure its safe return.

4. Condition of Returned Items:

Returned items must be in their original condition, including all accessories, manuals, and packaging. We reserve the right to refuse returns if the product shows signs of use, damage, or is missing parts.

5. Refund Process:

Once your return is received and inspected, we will notify you of the approval or rejection of your refund. If approved, the refund will be processed to your original method of payment within 7-10 business days.

6. Exchanges:



If you wish to exchange a product for a different model or item, please contact our customer service team to arrange for the exchange. Exchanges are subject to product availability.

7. Defective or Damaged Products:

In the case of receiving a defective or damaged product, please contact us immediately with photos of the issue. We will work to provide a replacement or refund as quickly as possible.

8. Non-Returnable Items:

Certain items, such as software, downloadable products, or personalized items, may not be eligible for return. Please check the product description for details.

9. Cancellations:

If you need to cancel an order, please contact us as soon as possible. Once an order has been shipped, it cannot be cancelled, and the standard return process will apply.

10. Contact Us:

For any questions or concerns regarding our returns policy, please reach out to our customer service team at info@bio-Torq.co.za/0108228206.

Thank you for choosing Bio-Torq. We appreciate your trust, and we are committed to providing a positive shopping experience for all our customers.