

1) How do I update my information?

It is easy to update your account and view your orders any time through 'Virtual Office'. 'Virtual Office' allow you to complete control over your transactions on Mount Nutrition Company.

1. Manage/Edit your personal data like shipping address and phone numbers.
2. Change your password.
3. Track the status of your orders

How do I know my order has been confirmed?

You will receive an email with the order details. Also you will get an SMS alert once the product is shipped with the dispatch details.

2) Is it mandatory to have an account to shop for products on Mount Nutrition Company?

Yes it is mandatory to have an account to shop and purchase products which is free of cost. We recommend you to create an account for a personalized shopping experience.

3) How do I pay for Mount Nutrition Company product purchase?

Mount Nutrition Company offers multiple payment methods. For all types of online mode of payments, you can be assured that Mount Nutrition Company trusted payment gateway partners use secure encryption technology to keep your transactions details confidential.

You may use Internet banking and payment by Visa, MasterCard, Maestro Credit/Debit cards issued in India.

4) How do I pay using a Credit/Debit card?

We accept payments made by Credit/Debit cards issued in India.

Credit/Debit cards- We accept payments made using Visa, MasterCard and Maestro debit cards. To pay using your Credit/Debit card, you will need your Credit/Debit card number, expiry date, and three digit CVV number (found on the back side of your card). After entering these details, you will be redirected to the bank's page for entering the online 3D secure password or the online password issued by your bank to complete the payment.

5) Is it safe to use my credit/debit card on Mount Nutrition Company?

All credit card and debit card payments on Mount Nutrition Company are processed through secure and trusted payment gateways managed by leading banks. Banks now use the 3D secure password service for online transactions, providing an additional layer of security through identity verification.

6) Can I use my bank's Internet Banking feature to make a payment?

Yes. Mount Nutrition Company offers you the convenience of using your bank's Internet Banking service to make a payment towards your order. With this you can directly transfer funds from your bank account, while conducting a highly secure transaction.

We accept payment through Net Banking, Credit and Debit cards.

7) How do I check the current status of my orders?

You can review the status of your orders and other related information in the 'Virtual Office' click on 'My Orders' link to view the status of all your orders. To view the status of a specific order, click on the 'Order Number' link.

8) Are there any hidden costs on purchase of products?

There are NO hidden charges when you purchase products. The price you see on the product page is exactly what you would pay.

9) What is the estimated delivery time?

Generally products ordered are delivered within 9 to 10 Business days. Business days exclude public holidays and Sundays. Delivery to certain destinations may take up to 15 business days based on their geographic location and reach.

10) Product Satisfaction?

If you are not satisfied with your purchase, please contact us by phone. You may request a return or exchange within 30 days of the receipt of the product.

Refund will be made after deduction of necessary processing charges. Product should not be used more than 30%; some conditions are applicable on sponsor's income due to product cancellation