



Cancellation and return policy

All our client-users can request the cancellation of their purchase up to 24 hours after having done it. For this, the user can contact +52 (844) 5012065 or by email to comercial@cuidamex.com attaching the receipt of the aforementioned bank movement and indicating that they wish to cancel the purchase.

The refund will be made within 24 hours. Upon receipt of the cancellation request, however, this return may be reflected several business days later depending on the original payment method and the banking processes involved.

If the return of the payment is not reflected, the client-user must contact the bank or financial entity directly.

It is important to take into account the following accreditation times for returns in the different means of payment:

- Payment with Mercado Pago balance: Immediate
- Payment with PayPal balance: Immediate
- Payment in cash or bank transfer via Mercado Pago: Immediate (it is returned to the Mercado Pago account associated with the purchase email)
- Credit or debit card: Between 2 and 30 days (the term depends on the bank).
