

Refund Policy

Once an order is confirmed, " will not accept return or refund requests.

However, we are committed to the cause and willing to reach an amicable solution with our patrons in certain cases upon fulfilling of certain requirements.

NOTE -

We have a 2 day return policy, which means you have 2 days after receiving your item (starts from the time of delivery completion) to request for a return.

A. Exchanges/Returns are only allowed in the following unlikely cases:

1. The product is damaged or if you received the wrong item
 - We have a 2 day return policy, which means you have 2 days after receiving your item to request for a return.
 - We need to be notified of the damaged product within 2 days from delivery date via email.
 - In the email, order number, image of invoice, 1 outer box image, 2 clear images of damaged product to be sent.
 - In case of multiple item shipments, only the affected product can be returned and replaced.
2. If the product is not sealed properly at the time of delivery.
3. The product has expired by the time of delivery.

B. Product condition:

For exchanges or returns to be considered, your item must maintain its original condition, remain unused, and be in its original packaging.

C. Special Products exempted from returns/ refunds:

None of the items bought in the sale/ festival period are eligible for returns or refunds. This is also applicable to items belonging to the gifting category.

- Please ensure that you provide the invoice during the return and pickup process. Products that have been used are not eligible for exchange or return.

- If your return meets the criteria, we will arrange for the item to be picked up from the same address. You will receive notification regarding the expected pick-up date.
- We will be happy to re-send and replace the product(s) promptly and work with you on providing an amicable solution.
- Emails will be responded to within 24-48 hrs of generation and full assistance will be provided thereafter.

Cancellation:

An order cancellation request will be accepted only if we have not yet shipped the product.

If a cancellation request is accepted, you are entitled to get a refund of the entire amount.

We reserve the right to cancel or refuse to accept any order placed for various reasons, including but not limited to the non-availability of stock, pricing errors, informational errors or problems identified with the personal/financial details provided by the customer.

Refunds:

- Once your return is received and inspected, we will notify you that we have received your returned item. We will also notify you if the refund was approved or not.
- If approved, you'll be automatically refunded on your original payment method. Please note that it generally takes around 5-7 days to reflect this amount.
- You can always contact us for any question at [Contact Details].