VYLNEX WEBSITE POLICIES

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Website: https://vylnex.com/

Date Extracted: September 04, 2025

Total Policies Found: 4

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POLICY 1: PRIVACY POLICY

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Your privacy matters to us. We collect only what's needed to serve you better and keep your information safe.

INFORMATION WE COLLECT:

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• Name, email, phone number, and shipping address for order fulfillment.

• Payment details (processed securely through trusted gateways — we never store your card info).

• Website usage data for improving your shopping experience.

HOW WE USE YOUR DATA:

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• To process and ship your orders.

• To communicate updates, offers, and promotions (you can opt out anytime).

• To improve our website and product selection.

DATA PROTECTION:

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• We use encryption, secure servers, and industry-standard security measures.

• We do not sell or rent your information to third parties.

COOKIES:

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• We use cookies to remember your preferences and improve your experience.

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POLICY 2: REFUND POLICY

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We want you to love what you ordered. If you're not 100% happy, we'll make it right.

ELIGIBILITY FOR RETURN:

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• You can return items within 7 days of delivery for a refund or exchange.

• Products must be unused, in original packaging, and in the same condition you received them.

• Custom-made or personalized items are non-returnable, unless defective.

RETURN PROCESS:

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1. Email our team at Support@vylnex.com with your order number and reason for return.

2. We'll confirm eligibility and provide return instructions.

3. Ship the product back to us using a trackable method.

REFUNDS:

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• Once we receive and inspect the item, refunds are processed within 5–7 business days to your original payment method.

• Shipping costs are non-refundable unless the return is due to our error.

EXCHANGES:

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• We offer one-time free exchanges for defective or incorrect items.

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POLICY 3: SHIPPING POLICY

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We ship fast, track everything, and keep you updated along the way.

PROCESSING TIME:

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• Orders are processed within 1–2 business days (custom orders may take longer).

SHIPPING METHODS & TIMES:

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• Standard Shipping: 2-4 days

• Express Shipping: 1-2 days

• Delivery times may vary depending on location and courier.

SHIPPING COSTS:

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• Calculated at checkout based on weight and location.

• Free shipping on orders over 2000 PKR.

ORDER TRACKING:

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• You'll receive a tracking link once your order ships.

DELAYS:

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• We are not liable for delays caused by customs, weather, or courier issues.

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POLICY 4: TERMS OF SERVICE

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By shopping with us, you agree to the following:

PRODUCT AVAILABILITY:

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• We do our best to keep stock updated, but in rare cases, an item may sell out after your purchase. If this happens, we'll contact you with alternatives or a full refund.

PRICING & ERRORS:

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• Prices are listed in PKR and may change without notice.

• Any errors will be corrected promptly.

INTELLECTUAL PROPERTY:

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• All product images, designs, and content belong to Vylnex and may not be used without permission.

USER CONDUCT:

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• You agree not to misuse our website or engage in fraudulent transactions.

LIMITATION OF LIABILITY:

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• We are not responsible for delays, damages, or losses beyond our control (such as courier delays due to National issue).

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SUMMARY OF KEY POLICY POINTS:

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Return Period: 7 days from delivery

Processing Time: 1-2 business days

Standard Shipping: 2-4 days

Express Shipping: 1-2 days

Free Shipping Threshold: Orders over 2000 PKR

Refund Processing: 5-7 business days

Customer Support Email: Support@vylnex.com

Currency: PKR (Pakistani Rupees)

IMPORTANT NOTES:

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• Custom/personalized items are non-returnable unless defective

• Payment details are processed through secure gateways

• Company does not store credit card information

• Tracking links provided for all shipments

• One-time free exchanges for defective/incorrect items

• Company not liable for external delays (customs, weather, courier issues)

• All content and designs are copyrighted by Vylnex

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