

Pradhikshaa Silks

Return, Cancellation, and Exchange Policy

Effective Date: [To be added]

1. Return Policy

1.1 Domestic Orders (Within India)

Eligibility:

Returns are accepted **only if the customer informs us within 24 hours of delivery**, under the following conditions:

- The item received is **damaged or defective**.
- An **incorrect item** has been delivered.

Important:

- **Products purchased on Sale/Deal prices are not eligible for return or exchange** under any circumstances.

1.2 How to Initiate a Return

1. Notify Us Within 24 Hours:

- You must inform us via **email or WhatsApp/call** within **24 hours of delivery**, with order details and the reason for return.

2. Provide Proof:

- For damaged or incorrect items, a **clear, unedited video** of the **entire unboxing process** is mandatory. The video must show the product, price tag, and packaging. **Edited or cut videos will not be accepted.**

3. Approval:

- Await review and **approval** from our customer support team.

4. Courier Dispatch Within 3 Days:

- Once approved, **the return courier must be shipped within 3 days of delivery.**
- Pack the item securely and send it to the address provided by our team.

Contact:

Phone/WhatsApp: +91 99948 19203

Email: [Insert Email Address]

1.3 Return Conditions

- Products must be **unused**, with **all original tags and folding intact**.
- Must be returned in **original packaging**.
- **Reverse pickup is not available** – all return shipping charges must be borne by the customer.
- **Only one return or exchange is permitted per product**.

1.4 Refunds

- Refunds are provided **only if the product is out of stock**.
- If a return is approved (not due to stock issues), customers can opt for:
 - **Exchange** with another product, or
 - **Gift card** equivalent to the value of the returned product.
- For out-of-stock products, **refunds will be processed within 7–10 working days** to the original payment method after our quality team's approval.

1.5 International Orders

- **Returns and exchanges are not accepted** for orders shipped outside India.
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2. Exchange Policy

2.1 Eligibility

- Exchanges are accepted **only for defective or damaged items**.
- The request must be made **within 24 hours of delivery**.

2.2 Requirements

- A **complete, unedited unboxing video** is mandatory.
- Product must be **unused**, with **original tags, folding, and packaging** intact.
- **Reverse pickup is not available** – customers must bear the shipping charges.
- **Only one exchange or return is allowed per product**.

2.3 Process

- Follow the same procedure as mentioned in the return section.
- **Contact:** +91 99948 19203 (Call or WhatsApp)

3. Cancellation Policy

- Orders can be cancelled **only before they are shipped**.
- To cancel, **contact us immediately** at +91 99948 19203.
- **Once shipped, cancellation is not permitted.**

4. Quality Check Criteria

All returned/exchanged products will be evaluated by our QA team based on:

- No signs of use, wash, or alteration.
- All original tags (including silk mark tag, if applicable) must be intact.
- Original folding and packaging must be unaltered.
- Product must be free from **stains, odors, or damages**.

5. Dispute Resolution

For any dispute or concern related to return/exchange decisions, kindly reach out to us via WhatsApp at +91 99948 19203 for quick resolution.

6. Important Notes

- **Color Variations:** Minor differences may occur due to screen or camera settings.
- For any return/exchange/cancellation-related queries, contact us at:
 - **Phone/WhatsApp:** +91 99948 19203
 - **Email:** [Insert Email Address]

This policy is intended to maintain transparency, fairness, and a smooth shopping experience for all our customers at **Pradhikshaa Silks**.

Pradhikshaa Silks

Customer Support: +91 99948 19203

Email: [Insert Email Address]

Address: [To be added]