

# **About US**

"Gifshion: Where Gifts and Fashion Come Together

Gifshion, an e-commerce website founded on February 5th, 2023 is the perfect destination for those seeking a delightful blend of gifts and fashion. The very name 'Gifshion' is a clever amalgamation of 'Gift' and 'Fashion,' embodying the essence of what we offer. Our mission is simple yet powerful: to make your day special.

At Gifshion, we curate a wide range of products that cater to your desires and celebrations. Whether you're looking for delectable cakes, vibrant flowers, traditional rakhi, elegant sarees, exquisite lehengas, or indulgent chocolates, we have it all. Our diverse collection ensures that you find the perfect gift for your loved ones or treat yourself to something extraordinary.

We understand the significance of each purchase, and that's why customer satisfaction is our utmost priority. We strive to meet and exceed your expectations by delivering top-notch products and providing a seamless shopping experience. Our dedicated team works tirelessly to ensure that every aspect of Gifshion, from product selection to delivery, is executed with utmost care and precision.

With Gifshion, gifting becomes a joyous experience. Our products are carefully chosen to make every occasion memorable, whether it's a birthday, anniversary, festival, or simply a spontaneous act of love. Moreover, our fashion offerings allow you to embrace your personal style and express yourself effortlessly.

Our tagline, 'Gifshion makes your day special,' perfectly encapsulates our commitment to bringing joy and excitement into your life. We take pride in being a one-stop online shopping destination for all your gifting and fashion needs. Join us on this delightful journey, where every purchase is an opportunity to create unforgettable moments.

Visit Gifshion today and discover a world of gifts, fashion, and endless possibilities. Let us make your day special!"

# **Cancellation and Return Policy**

At Gifshion, we value your satisfaction and want to ensure that your shopping experience is hassle-free. We understand that sometimes circumstances change or preferences may differ, which is why we have a straightforward returns and cancellation policy in place.

Returns: If you are not completely satisfied with your purchase, you can initiate a return within 15 days from the date of delivery. Please follow these guidelines for a smooth return process:

- 1.The item must be unused, in its original packaging, and in the same condition as when you received it.
- 2.Contact our customer support team or visit our website to initiate the return request.
- 3.Our team will guide you through the necessary steps and provide you with a return authorization.
- 4.Once the return is authorized, you can send the item back to us using a reliable shipping method.
- 5.Upon receiving the returned item and verifying its condition, we will process your refund or credit note whichever is required.

\*The credit note is used to offset the amount against future purchases from Gifshion. For example, if the credit note amount is Rs 500, you can deduct this amount from your next purchase or apply it towards any outstanding balance you may have with Gifshion.

It's important to note that credit notes are typically valid for a specific period of time, so it's advisable to use them within the designated timeframe. Additionally, credit notes are usually non-transferable and can only be used by the original recipient.

If you have received a credit note from Gifshion, please refer to the instructions provided on the document for the specific terms and conditions of its usage. If you require further assistance or have any questions regarding your credit note, our customer support team will be more than happy to assist you.

\*Please note that any shipping charges incurred during the initial purchase or return process may not be refundable.

Cancellation: If you wish to cancel your order, you can do so within 24 hours of placing it. Follow these steps for a cancellation request:

- 1.Contact our customer support team immediately or visit our website to request a cancellation.
- 2.Provide your order details and reason for cancellation.
- 3.Our team will review your request and confirm the cancellation if it's within the specified time frame.
- 4.If the cancellation is approved, we will initiate a refund to your original payment method.
- 5.Please note that in case your order has already been shipped or if the cancellation request is made after the 24-hour window, we might not be able to cancel the order. In such cases, you can initiate a return as mentioned above.

We strive to process all returns and cancellations promptly, ensuring a smooth and satisfactory resolution for our customers. Should you have any further questions or require assistance, please don't hesitate to reach out to our dedicated customer support team.

Thank you for choosing Gifshion as your trusted online shopping destination.

## **Exchange Policy:**

At Gifshion, we understand that sometimes you may need to exchange a product due to reasons such as size, colour, or personal preference. We strive to provide a hassle-free exchange process to ensure your satisfaction. Please review our exchange policy below:

Eligibility for Exchange: To be eligible for an exchange, please ensure that the following conditions are met:

The item must be unused, in its original packaging, and in the same condition as when you received it.

The exchange request should be initiated within 15 days from the date of delivery.

Exchange Process: To initiate an exchange, please follow these steps:

Contact our customer support team or visit our website to initiate the exchange request.

Provide the necessary details such as your order number, product information, and reason for the exchange.

Our customer support team will guide you through the necessary steps and provide you with an exchange authorization.

Once the exchange is authorized, you can return the item to us using a reliable shipping method.

Upon receiving the returned item and verifying its condition, we will process the exchange and ship the replacement item to you.

Conditions for Exchange:

The exchange is subject to product availability. If the requested replacement item is not available, we will provide alternatives or issue a refund.

In case the exchanged item has a price difference from the original item, you may need to pay the additional amount or receive a partial refund accordingly.

Any shipping charges incurred during the exchange process may not be refundable.

Exceptions: Please note that certain products may not be eligible for exchange due to hygiene or safety reasons. These may include items such as perishable goods like Cakes, Flowers and Chocolates. We encourage you to review the product description or contact our customer support team for any specific queries regarding exchange eligibility.

Our aim is to ensure your satisfaction with every purchase from Gifshion. If you have any further questions or require assistance regarding our exchange policy, please feel free to reach out to our dedicated customer support team.

Thank you for choosing Gifshion for your shopping needs!

# **Terms & Conditions:**

Welcome to Gifshion!

Before using our e-commerce website or making any purchases, please read and understand the following Terms & Conditions. By accessing or using our website, you acknowledge that you have read, understood, and agreed to be bound by these Terms & Conditions. If you do not agree with any part of these Terms & Conditions, please refrain from using our website.

## **Product Information:**

We strive to provide accurate and up-to-date information regarding our products, including descriptions, prices, and availability. However, we cannot guarantee the complete accuracy of such information at all times. In the event of any inaccuracies, we reserve the right to correct errors, modify or update product information without prior notice.

## **Order Acceptance:**

Placing an order on our website constitutes an offer to purchase the selected product(s). We reserve the right to accept or decline your order at our discretion.

Upon receiving your order, we will send you an order confirmation email containing the details of your purchase. Please note that this confirmation does not guarantee order acceptance.

In the event that we are unable to fulfill your order, we will notify you and provide options for a suitable resolution, which may include canceling the order or offering alternatives.

## **Pricing and Payment:**

All prices displayed on our website are in the specified currency and are exclusive of applicable taxes, fees, and shipping charges, unless stated otherwise.

We reserve the right to change prices at any time without prior notice. However, once an order is placed and confirmed, the price will remain fixed for that order.

Payment for your order can be made through the available payment methods provided on our website. By providing payment details, you confirm that you are authorized to use the selected payment method.

#### Shipping and Delivery:

We strive to process and dispatch orders within the specified time frame. However, delivery times may vary depending on factors beyond our control, such as location and carrier service.

We are not responsible for any delays or damages that may occur during the shipping process. However, we will assist you to the best of our ability in resolving any shipping-related issues.

#### Returns, Exchanges, and Refunds:

Please refer to our separate Returns and Exchange policies for detailed information on returning products, initiating exchanges, and obtaining refunds.

#### Intellectual Property:

All content on the Gifshion website, including but not limited to text, images, logos, trademarks, and graphics, is protected by intellectual property laws and is the property of Gifshion or its respective owners. Unauthorized use or reproduction of any content is strictly prohibited.

#### Privacy:

We value your privacy and handle your personal information in accordance with our Privacy Policy. By using our website, you consent to the collection, use, and disclosure of your personal information as described in our Privacy Policy.

#### Modifications and Termination:

We reserve the right to modify or update these Terms & Conditions at any time. It is your responsibility to review the Terms & Conditions periodically for any changes.

We may terminate or suspend your access to our website without prior notice if we believe you have violated these Terms & Conditions or engaged in any unlawful or unauthorized activities.

Please note that these Terms & Conditions are governed by and interpreted in accordance with the laws of the jurisdiction in which Gifshion is incorporated.

If you have any questions or concerns about our Terms & Conditions, please contact our customer support team for further assistance.

Thank you for choosing Gifshion. Enjoy your shopping experience!

## **Privacy Policy:**

At Gifshion, we value and respect your privacy. This Privacy Policy outlines how we collect, use, and protect your personal information when you use our website. By accessing or using our website, you consent to the collection and use of your personal information as described below.

### Information We Collect:

**Personal Information:** When you place an order or create an account on our website, we collect certain personal information such as your name, email address, shipping address, and contact number. This information is necessary for order processing and delivery.

**Payment Information:** To process payments, we collect your payment details, which may include credit card information or other payment method details. However, we do not store your payment information on our servers. It is securely handled by our authorized payment service providers.

**Log Data:** Our website collects certain information automatically when you visit or interact with it. This may include your IP address, browser type, device information, and browsing behavior. This data is used for website analytics and to improve our services.

### Use of Information:

We use the collected information to process and fulfill your orders, provide customer support, and communicate with you regarding your purchases.

Your personal information may be used to personalize your shopping experience, improve our website's functionality, and offer relevant products, promotions, and recommendations.

We may use your email address to send you updates, newsletters, and promotional offers. You can opt-out of receiving such communications at any time by following the unsubscribe instructions provided in the emails.

### Information Sharing:

We do not sell, trade, or rent your personal information to third parties for marketing purposes. However, we may share your information with trusted third-party service providers who assist us in operating our website, processing payments, delivering orders, or conducting business activities on our behalf.

We may share your information when required by law, legal processes, or government authorities to comply with applicable regulations or protect our rights, safety, or property.

### Data Security:

We implement appropriate security measures to protect your personal information from unauthorized access, loss, misuse, or alteration.

Our website uses encryption technology to secure the transmission of sensitive data, such as payment information, during the checkout process.

### Cookies:

Our website uses cookies and similar technologies to enhance your browsing experience and provide personalized content. You have the option to disable cookies through your browser settings, but this may limit certain functionalities of the website.

### External Links:

Our website may contain links to external websites or third-party services. We are not responsible for the privacy practices or content of these external websites. We encourage you to review their respective privacy policies before providing any personal information.

### Children's Privacy:

Our website is not intended for use by individuals under the age of 13. We do not knowingly collect personal information from children. If we become aware that we have collected personal information from a child, we will take steps to delete it promptly.

### Changes to the Privacy Policy:

We may update this Privacy Policy from time to time. Any changes will be effective immediately upon posting the revised Privacy Policy on our website.



We encourage you to review the Privacy Policy periodically to stay informed about how we handle your information.

If you have any questions, concerns, or requests regarding our Privacy Policy or the handling of your personal information, please contact our customer support team.

Thank you for entrusting your privacy to Gifshion.

## **Refunds Policy:**

At Gifshion, we aim to provide a seamless and satisfying shopping experience. In the event that you are not completely satisfied with your purchase, we offer a refund policy to address your concerns. Please review our refund policy below:

### Eligibility for Refunds:

Refunds are available for eligible products that meet the specified criteria outlined in our refund policy.

Please note that certain products may be non-refundable due to hygiene or safety reasons, such as intimate apparel, cosmetics, or perishable goods like cakes or chocolates. We encourage you to review the product description or contact our customer support team for any specific queries regarding refund eligibility.

### Refund Process:

To initiate a refund, please follow these steps: a. Contact our customer support team or visit our website to request a refund. b. Provide the necessary details such as your order number, product information, and reason for the refund. c. Our customer support team will guide you through the necessary steps and provide you with a refund authorization. d. Once the refund is authorized, we will process the refund to your original payment method.

Please note that it may take some time for the refund to reflect in your account, depending on your bank or payment provider. We appreciate your patience in such cases.

## Conditions for Refunds:

To be eligible for a refund, please ensure that the following conditions are met:

a. The item must be unused, in its original packaging, and in the same condition as when you received it. b. The refund request should be initiated within the specified time frame, typically within 15 days from the date of delivery.

In some cases, we may require the returned item to be shipped back to us. Any shipping charges incurred during the return process may or may not be refundable, depending on the circumstances. Please contact our customer support team for specific instructions regarding return shipments.

## Refunds for Canceled Orders:

If your order is canceled for any reason, such as unavailability of the product or failure to process the payment, we will initiate a refund to your original payment method. You will be notified of the cancellation and refund process.

## Refunds for Faulty or Damaged Products:

If you receive a faulty or damaged product, please contact our customer support team immediately with relevant details and supporting evidence (such as photographs). We will assess the situation and, if necessary, arrange for a return and provide you with a refund or replacement.

Please note that these refund policies are subject to change. We encourage you to review our refund policy periodically for any updates or changes.

If you have any questions or require assistance regarding our refund policy, please reach out to our customer support team. We are here to help and ensure your satisfaction with your shopping experience at Gifshion.

Thank you for choosing Gifshion.

# **MIDNIGHT DELIVERY**

At Gifshion, we understand that special occasions and surprises can arise at any time, which is why we offer midnight delivery services for select products. Here's some information about our midnight delivery service:

## **Availability:**

Midnight delivery service is available for specific products that are eligible for this service. Not all products may be available for midnight delivery due to various factors such as location, product type, and delivery feasibility.

To check if a product is eligible for midnight delivery, please refer to the product description or contact our customer support team for assistance.

## **Ordering Process:**

To avail midnight delivery, place your order on our website or through our customer support team well in advance, preferably a day or two before the desired delivery date.

During the checkout process, you will have the option to select midnight delivery if it is available for your location and the chosen product.

Please provide accurate delivery information, including the recipient's name, address, and contact number, to ensure a successful delivery.

## **Delivery Time:**

Our midnight delivery service aims to deliver the product between the late evening hours and midnight, typically between 11:00 PM and 12:00 AM.

Please note that exact delivery timings may vary based on factors such as location, traffic conditions, and delivery route. While we make every effort to deliver within the desired time frame, unforeseen circumstances may cause slight delays.

## **Additional Charges:**

Midnight delivery is a premium service and may involve additional charges beyond the standard delivery fee. The exact charges will be communicated to you during the checkout process or by our customer support team.

The additional charges cover the logistical arrangements and extra resources required for ensuring a timely and special delivery during the late hours.

### Precautions:

We recommend placing the order well in advance and providing accurate delivery information to avoid any delivery complications.

It's important to ensure that the recipient will be available at the delivery location during the specified time frame to receive the order. If the recipient is unavailable, our delivery personnel will make reasonable attempts to contact them or leave the order in a safe place if instructed to do so.

Please note that our midnight delivery service is subject to availability and may have specific terms and conditions associated with it. It's advisable to review the product description, checkout process, and contact our customer support team for any additional information or inquiries regarding midnight delivery.

We strive to make your celebrations special and memorable with our midnight delivery service. Thank you for choosing Gifshion for your gifting needs!

## **WHY US?**

Choosing Gifshion for your online shopping and gifting needs offers several advantages and reasons to trust us. Here are some compelling reasons why you should choose us:

**Wide Range of Products:** We offer a diverse selection of products to cater to various occasions and preferences. From cakes, flowers, and chocolates to sarees, lehengas, and fashion accessories, we have a wide range of options to choose from. Whether you are looking for a gift for a loved one or something for yourself, we have you covered.

**Quality Products:** We prioritize quality and ensure that the products we offer are of high quality, sourced from reputable suppliers. We understand the importance of delivering products that meet your expectations and contribute to a positive experience.

**Convenient Online Shopping:** Our e-commerce website provides a user-friendly and convenient shopping experience. You can browse through our products, place orders, and make payments easily from the comfort of your own home or anywhere with an internet connection.

**Secure Payment Options:** We prioritize the security of your personal and financial information. Our website uses secure encryption technology to protect your payment details during transactions. We also offer a variety of payment options to suit your preferences.

**Customer Satisfaction:** Your satisfaction is our utmost priority. We strive to provide excellent customer service and ensure that your shopping experience is smooth and enjoyable. Our dedicated customer support team is available to assist you with any queries, concerns, or assistance you may need.

**Customization and Personalization:** We understand the importance of personalized gifts and special touches. Some of our products can be customized or personalized to add that extra touch of uniqueness and thoughtfulness to your gifts.

**Timely Delivery:** We make every effort to ensure timely delivery of your orders. Our reliable delivery partners work diligently to deliver your products within the specified time frame. For special occasions, we offer services like midnight delivery to make your surprises even more memorable.

**Returns and Refunds:** We have a flexible returns and refunds policy to address any issues or concerns you may have with your purchase. Please refer to our Returns and Refunds policy for detailed information on the process.

**Trusted and Established:** Gifshion is an established e-commerce website that has been serving customers for a considerable period. We have built a reputation for quality products, reliable services, and customer satisfaction.

**Competitive Pricing:** We strive to offer competitive prices for our products, providing value for your money. We regularly review and update our pricing to ensure that you get the best deals.

At Gifshion, we aim to make your day special with our wide range of products, reliable services, and commitment to customer satisfaction. We appreciate your trust in us and look forward to serving you with our gifting and fashion offerings.

Thank you for considering Gifshion as your preferred online shopping destination!