



SHIRALURE

Shiralure Support & Legal Pages

1. Cancellation & Refund

Link : [Shiralure](#)

Cancellation & Refund

At Shiralure, we value your satisfaction and are committed to providing high-quality herbal products. This Cancellation and Refund Policy outlines the guidelines for order cancellations, returns, and refunds. Please read this policy carefully before making a purchase.

1. Order Cancellation

Cancellation Before Shipment:

You may cancel your order if it has not yet been shipped. To request a cancellation, please contact us promptly at support@shiralure.com.

Orders canceled before shipment are eligible for a full refund, which will be processed back to the original payment method.

Cancellation After Shipment:

Once your order has been shipped, it cannot be canceled. However, you may still be eligible for a return (see our Return Policy below).

2. Return Policy

Eligibility for Returns:

We accept returns on unopened, unused, and undamaged items within 15 working days of delivery. Items must be in their original packaging and condition, with all labels intact.

Due to the nature of our herbal products, we cannot accept returns on opened or used items, as this impacts product quality and safety.

Non-Returnable Items:

Certain items, including personalized products, promotional items, and items marked as "Final Sale," are non-returnable.

Perishable items or products that have been partially used or opened cannot be returned.

Return Process:

To initiate a return, please contact us at support@shiralure.com with your order details and reason for return.

We will provide instructions on how and where to send your returned items. Return shipping costs are the responsibility of the customer unless the return is due to a Shiralure error.

3. Refund Policy**Refund Eligibility:**

Refunds will be processed for items returned in their original, unused condition.

Once we receive and inspect your returned item(s), we will notify you of the approval or rejection of your refund request.

Refund Amount:

Approved refunds will be issued for the cost of the returned item(s) only. Original shipping charges are non-refundable, except in cases of defective products or order errors.

Refund Processing Time:

Refunds will be processed within 15 working days of our receiving the returned item(s) and will be credited back to your original payment method.

Please note that it may take additional time for your bank or card issuer to post the refund to your account.

4. Damaged or Defective Products

If you receive a damaged or defective product, please contact us immediately at support@shiralure.com with photos and details of the issue.

We will arrange a replacement or refund for defective items, based on your preference. Shiralure will cover the shipping cost for returning defective products.

5. Contact Us

For any questions regarding cancellations, returns, or refunds, feel free to reach out to us.

Email: support@shiralure.com

2. Cancellation & Refund

Link : [Shiralure](#)

Shipping & Delivery

At Shiralure, we are committed to providing you with a seamless shopping experience and ensuring that your herbal products reach you promptly and safely. This Shipping

and Delivery Policy outlines the details regarding shipping options, delivery times, and related information. Please read this policy carefully before placing your order.

1. Shipping Locations

Shiralure currently ships within INDIA. We are continually working to expand our shipping options to reach more customers.

2. Shipping Costs

We offer various shipping methods to suit your needs, including:

Standard Shipping : Typically takes 5 working days for delivery.

Express Shipping : Typically takes 2 working days for faster delivery.

Please note that shipping times may vary based on your location and any potential delays caused by third-party carriers.

3. Shipping Costs

Shipping costs are calculated at checkout based on the selected shipping method and the destination of your order. Additional fees may apply for express shipping or other expedited options.

4. Order Processing Time

Once you place your order, it will be processed within 5 working days. You will receive a confirmation email with tracking information once your order has shipped. Please note that processing times may vary during peak seasons or promotional events.

5. Delivery Times

Estimated delivery times may vary based on your location and the shipping method selected. While we strive to meet these estimated delivery times, unforeseen circumstances such as weather events, holidays, or carrier delays may impact delivery.

6. Tracking Your Order

After your order has shipped, you will receive an email with tracking information, allowing you to monitor your package's status. You can track your order on the carrier's website or by using the tracking link provided in your email.

7. Missing or Lost Packages

If you believe your package is missing or lost, please contact our customer support team at support@shiralure.com as soon as possible. We will work with the carrier to locate your order.

8. Damaged Packages

If you receive a damaged package, please contact us immediately at support@shiralure.com with your order details and photographs of the damage. We will assist you in resolving the issue promptly.

9. International Shipping

For international orders, additional customs fees or duties may apply. Shiralure is not responsible for any customs delays or fees incurred during international shipping. Please check with your local customs office for more information.

10. Contact Us

For any questions regarding shipping or delivery, please reach out to us:

Email: support@shiralure.com

3. Grievance Redressal Mechanism

Link : [Shiralure](#)

Grievance Redressal Mechanism

Grievance Redressal Mechanism for Shiralure

Shiralure is committed to ensuring fair treatment for all consumers and addressing any grievances they may have.

Definition of a Grievance

A grievance refers to any issue concerning a product or service that a consumer has obtained through the Shiralure platform, for which they are seeking a resolution.

How to Raise a Grievance

Initial Inquiry: If you have any questions or complaints, please

1.reach out to us via the "[Contact Us](#)" tab on the Shiralure website.

2.Help Center: Click on "[Contact Us](#)" for 24/7 customer support.

3.Select Issue Type: Choose from the available help topics to submit your query or complaint.

Escalating Your Complaint

If your issue remains unresolved and requires further attention, you can escalate your complaint to our Grievance Officer if you are not satisfied with the response from customer support. When contacting the Grievance Officer, please provide the ticket ID generated during your interaction with customer support.

Acknowledgment of Grievances

Upon receipt of your grievance, you will receive an acknowledgment with a unique ID within 48 hours via email to help you track the status of your complaint.

Resolution Process

Both Consumer Support and the Grievance Officer will make every effort to resolve grievances promptly within the timelines set forth by applicable laws. A grievance will be deemed closed when:

The consumer is contacted by Consumer Support or the Grievance Officer with a proposed solution.

Additional Information

For more details on terms of use and consumer rights, please refer to our "[Terms of Use](#)".This grievance redressal mechanism ensures that consumers have clear pathways for addressing their concerns effectively and efficiently.

4. About Us

Link : [Shiralure](#)

About Us

Welcome to Shiralure!

At Shiralure, we believe in the power of nature to nourish, heal, and enhance well-being. Founded with a passion for herbal remedies and natural living, we are an e-commerce platform dedicated to providing high-quality herbal products that cater to your health and beauty needs. Our extensive range includes skincare products, coffee powder, spices, and other herbal essentials, all crafted with care and integrity.

Our Mission

Our mission is to empower individuals to embrace a healthier lifestyle through the use of natural ingredients. We are committed to sourcing only the finest herbs and botanicals, ensuring that our products are not only effective but also safe for our customers. With Shiralure, you can trust that you are choosing products that align with your values of sustainability and wellness.

Our Products

Every product we offer is carefully selected and formulated to deliver the best possible results. Our herbal skincare line is designed to nourish your skin with nature's finest ingredients, promoting a radiant and healthy complexion. Our coffee powder is crafted from the highest quality beans, providing you with a delightful and energizing experience. Our spices are sourced for their flavor and health benefits, adding depth and nutrition to your meals.

Quality Assurance

Quality is at the heart of what we do. We work closely with trusted suppliers and artisans who share our commitment to natural wellness. Our products undergo rigorous testing to ensure they meet our high standards of purity and efficacy. We take pride in transparency and provide detailed information about each product, so you know exactly what you are putting on your skin and in your body.

Our Values

At Shiralure, we value:

Sustainability: We are dedicated to minimizing our environmental impact by using ecofriendly packaging and sustainable sourcing practices.

Community: We believe in giving back to the communities that support us. A portion of our profits goes to initiatives that promote health and wellness in underserved areas.

Education: We aim to empower our customers with knowledge about the benefits of herbal products and how to incorporate them into their daily lives.

Join Us on Our Journey

We invite you to explore our collection of herbal products and discover the benefits that nature has to offer. Whether you are looking to enhance your skincare routine, enjoy a flavorful cup of coffee, or elevate your culinary creations with our spices, Shiralure is here to support your journey toward a healthier lifestyle. Thank you for choosing Shiralure. Together, let's embrace the beauty of nature and promote well-being for ourselves and our planet!

5. Contact Us

Link : [Shiralure](#)

Contact Us

Questions, Concerns, Comments? You talk, we listen.

If you have any additional questions or comments, we would love to hear from you!

Submit your query using any of the methods below.

[Email:support@shiralure.com](mailto:support@shiralure.com)

Support

support@shiralure.com

+917845337261

6. Privacy Policy

Link : [Shiralure](#)

Privacy Policy

PRIVACY POLICY DISCLAIMER:

In case of any discrepancy or difference, the English version will take precedence over the translation. We value the trust you place in us and recognize the importance of secure transactions and information privacy.

This Privacy Policy describes how Shiralure Internet Private Limited and its affiliates (collectively “Shiralure, we, our, us”) collect, use, share or otherwise process your personal data through Shiralure website www.shiralure.com, its mobile application, and m-site (herein after referred to as the “Platform”). While you can browse sections of the Platform without the need of sharing any information with us, please note we do not offer any product or service under this Platform outside India, and your personal data will primarily be stored and processed in India. By visiting this Platform, providing your information, or availing of our product/service, you expressly agree to be bound by the terms and conditions of this Privacy Policy, the Terms of Use, and the applicable

service/product terms and conditions, and agree to be governed by the laws of India, including but not limited to the laws applicable to data protection and privacy. If you do not agree, please do not use or access our Platform. Collection of Your Information When you use our Platform, we collect and store your information which is provided by you from time to time. Once you give us your personal data, you are not anonymous to us. Where possible, we indicate which fields are required and which fields are optional. You always have the option to not provide data by choosing not to use a particular service, product, or feature on the Platform. We may track your buying behavior, preferences, and other information that you choose to provide on our Platform. We use this information to conduct internal research on our users' demographics, interests, and behavior to better understand, protect, and serve our users.

This information is compiled and analyzed on an aggregated basis. This information may include the URL that you just came from (whether this URL is on our Platform or not), which URL you next go to (whether this URL is on our Platform or not), your computer browser information, and your IP address. We may collect personal data (such as email address, delivery address, name, phone number, credit card/debit card, and other payment instrument details or medical or health-related information) from you when you set up an account or transact with us or participate in any event or contest. While you can browse some sections of our Platform without being a registered member, certain activities (such as placing an order or consuming our online content or services) do require registration. We use your contact information to send you offers based on your previous orders and your interests. If you choose to post messages on our message boards, chat rooms, or other message areas, or leave feedback on the Platform or the social media handles maintained by us, or if you use voice commands or virtual try-and-buy or similar features to shop on the Platform, we will collect that information you provide to us. We retain this information as necessary to resolve disputes, provide customer support, troubleshoot problems, or for internal research and analysis as permitted by law. If you send us personal correspondence, such as emails or letters, or if other users or third parties send us correspondence about your activities or postings on the Platform, we may collect such information into a file specific to you. If you enroll in our loyalty and membership program, such as SuperCoin, VIP, or similar programs offered by Shiralure, we will collect and store your personal data such as name, contact number, email address, communication address, date of birth, gender, zip code, lifestyle information, demographic and work details which is provided by you to Shiralure or a third-party business partner that operates online/offline establishments or platforms where you can earn loyalty points for the purchase of goods and services, and redeem loyalty points. We will also collect your

information related to your transactions on the Shiralure platform and such third-party business partner platforms.

When such a third-party business partner collects your personal data directly from you, you will be governed by their privacy policies. Additionally, we collect your UPI ID if you choose to pay via our Shiralure UPI platform. Shiralure shall not be responsible for the third-party business partner's privacy practices or the content of their privacy policies, and we request you to read their privacy policies prior to disclosing any information. Shiralure has onboarded certain third-party business partners on the Platform who specialize in the categories like travel ticket reservations, booking online movie tickets, paying online bills, and more (Ultra-Partners). If you use the services of Ultra-Partners, you will be redirected to Ultra-Partners websites/applications and your entry to Ultra-Partners websites/applications will be based on your Shiralure login credentials after seeking your permissions to share the data further. Shiralure shall not be responsible for the Ultra-Partner's privacy practices or the content of their privacy policies, and we request you to read their privacy policies prior to disclosing any information.

Use of Demographic / Profile Data / Your Information

We use your personal data to take and fulfill orders, deliver products and services, process payments, and communicate with you about orders, products and services, and promotional offers. To the extent we use your personal data to market to you, we will provide you the ability to opt-out of such uses. We use your personal data to assist sellers and business partners in handling and fulfilling orders; enhancing customer experience; resolve disputes; troubleshoot problems; help promote a safe service; collect money; measure consumer interest in our products and services; inform you about online and offline offers, products, services, and updates; customize and enhance your experience; report to regulatory authorities wherever required; detect and protect us against error, fraud, and other criminal activity; enforce our terms and conditions; and as otherwise described to you at the time of collection of information. With your consent, we may have access to your SMS, instant messages, contacts in your directory, location, camera, photo gallery, and device information. We may also request you to provide your PAN, credit information report (from credit agencies), GST Number, Government-issued ID cards/number, and Know-Your-Customer (KYC) details to:

- (i) check your eligibility for certain products and services like insurance, credit, and payment products;
- (ii) issue GST invoices for the products and services purchased for your business requirements;
- (iii) enhance your experience on the Platform and provide you access to the products and services being offered by us, sellers, affiliates, or lending partners. You understand that

your access to these products/services may be affected in the event consent is not provided to us.

In case of data deletion , user can access the "[Data Privacy](#)".

7. Terms & Conditions

Link : [Shiralure](#)

Terms & Conditions

By accessing or using the Shiralure website (the "Site") and services, you confirm that you accept these Terms and Conditions and agree to follow them. If you do not agree, please refrain from using our Site.

1. Acceptance of Terms

By accessing or using the Shiralure website (the "Site") and services, you confirm that you accept these Terms and Conditions and agree to follow them. If you do not agree, please refrain from using our Site.

2. Eligibility

Shiralure offers a range of herbal products for both adults and children. While some products are suitable for all ages, certain items may be intended specifically for adults. By placing an order, you confirm that you have reviewed the product details to ensure that they are appropriate for the intended user. If you are purchasing on behalf of a minor, you agree to supervise their use of the products.

3. Products and Descriptions

Shiralure specializes in high-quality herbal products. We make every effort to provide accurate descriptions and images; however, natural variations in color, texture, and appearance are to be expected due to the organic nature of our products.

Note:Our herbal products are intended to support general wellness and are not meant to diagnose, treat, cure, or prevent any disease. Consult a healthcare professional if you have specific health concerns or conditions.

4. Orders and Payments

Order Acceptance :

Once an order is placed, we will confirm it via email. Shiralure reserves the right to accept or decline orders at our discretion.

Payment:

We accept multiple payment methods as indicated on our website. All prices are in INR and may include applicable taxes based on your location.

Shipping and Delivery:

Shipping times and rates will be provided at checkout. We strive to meet our delivery estimates; however, delays may occur due to unforeseen circumstances.

5. Return and Refund Policy**Returns:**

Shiralure accepts returns on select items in their original condition within 15 days of purchase. Returns must comply with our Return Policy.

Refunds:

Refunds are processed once we receive and inspect returned items. Shipping costs are non-refundable unless the return is due to a Shiralure error.

6. Usage Guidelines**Prohibited Use:**

You agree not to misuse the Site. You may not upload, post, or share content that is unlawful, offensive, or violates intellectual property rights.

Intellectual Property :

All content on the Site, including logos, images, text, and product descriptions, is the property of Shiralure and protected by applicable laws. Unauthorized use is strictly prohibited.

7. Health and Safety Disclaimer**Product Usage:**

Our products are intended for external or dietary use as specified. Follow usage instructions carefully and consult a healthcare professional as needed.

Health Information:

Any health information provided on our Site is for general informational purposes only and does not replace professional medical advice or treatment.

8. Limitation of Liability

Shiralure is not liable for any damages arising from the use of our products or reliance on any information provided on the Site. Our liability for any product-related issue will be limited to the purchase price of the product.

9. Indemnification

You agree to indemnify and hold Shiralure harmless from any claims, liabilities, or expenses arising from your use of our products or any violation of these Terms.

10. Changes to the Terms and Conditions

We reserve the right to update these Terms at any time. Changes will be posted on this page, and your continued use of the Site signifies your acceptance of the updated Terms.

11. Contact Us

For any questions regarding these Terms, please reach out to us:

Email: support@shiralure.com

8. Cookies Policy

Link : [Shiralure](#)

Cookies Policy

This Cookies Policy explains how Shiralure collects, stores, shares and uses cookies on its website. We provide information on how cookies and similar technologies work, their purpose, and duration, how to process and store them, and how to control them. You can also find all the necessary information regarding your rights on the use of Cookies on this website and how you can exercise them.

COOKIES AND SIMILAR TECHNOLOGIES

Cookies are small files of data that are stored on a user's device by the browser when visiting a website or application. Cookies are used for various reasons and can be very useful in many cases. They are necessary for the proper functionality of the website and efficient page navigation, or they can be used to customize and enhance the user's experience by remembering language preferences, login credentials, and many more. They can also be used to provide anonymous statistical data about the usage of the website or targeted advertisements to the visitor.

Some sites might also use other similar technologies like web beacons, clear GIFs, page tags, and web bugs to understand how people are using them and to target advertising to them. They usually take the form of a small, transparent image that is embedded in a web

page or email. They work with cookies and capture data like your IP address, when you viewed the page or email, what device you were using and where you were.

TYPES OF COOKIES

Cookies can be classified as First-party Cookies and Third-Party cookies.

First-party Cookies refer to cookies that are set by a data controller (or any of its processors) operating the website visited by the user, as defined by the URL that is usually displayed in the browser address bar.

Third-party Cookies are set by data controllers that do not operate the website currently visited by the user. For example, if a user visits a website and another entity sets a cookie on the user's device, through that website, this would be a third-party cookie. For these types of cookies, we have no control over them.

COOKIES CATEGORIES

Cookies are usually categorized into one of the following categories, depending on their purpose:

Necessary cookies help make a website usable by enabling basic functions like page navigation and access to secure areas of the website. The website cannot function properly without these cookies and for these cookies, consent is not required.

Preference or Functionality cookies enable a website to remember information about the user's choice in the past that changes the way the website behaves or looks, like the preferred language or the region.

Statistics or Performance cookies help website owners to understand how visitors use and interact with their website by collecting and reporting information anonymously, such as which pages are visited most frequently, or which links are clicked on.

Marketing cookies, also known as Advertising or Targeting cookies, are used to track visitors' online activity across websites. The intention is to display ads that are relevant and engaging for the individual user or limit the times an ad is displayed and thereby are more valuable for publishers and third-party advertisers.

HOW LONG DO COOKIES LAST?

Depending on the duration that a cookie is stored on the user's device, cookies can be classified as Session or Persistent.

Session cookies are temporary cookies and are automatically deleted when the user closes his browser, while Persistent cookies are cookies that remain for a specific amount of time (their expiration date can vary from minutes to days or even years).

HOW TO CONTROL COOKIES ON THIS WEBSITE

Shiralure will only set cookies after you have provided your consent to the use of cookies through the cookies banner upon your visit to our website. For necessary cookies, we may not need your consent.

You have the right to withdraw your consent or change your preferences regarding the use of cookies at any time. You can do this by accessing our Cookies banner through the "Cookie Settings" button.

YOUR RIGHTS

If you have a concern about the way we are collecting or using cookies, you should raise your concern with us in the first instance or directly to the office of the Commissioner for the Protection of Private Data.