

# 1. TERMS OF SHIPPING AND DELIVERY

## 1.1. Delivery Timelines

Delivery timelines are estimates based on the shipping address and the location of the fulfillment center.

- **Standard Service:** 3 to 7 business days.
- **Express Service:** 24 to 48 hours (available in select PIN codes).
- **Remote Locations:** 7 to 10 business days.

## 1.2. Shipping Charges

- **Order Value Threshold:** Orders exceeding a specific monetary value (e.g., ₹999) qualify for complimentary shipping.
- **Standard Fee:** Orders below the threshold attract a standard shipping fee to cover logistics costs.
- **Non-Refundable:** Shipping fees are service charges and are non-refundable in the event of a return, unless the item delivered is defective.

## 1.3. Delivery Attempts

Logistics partners are mandated to make **three (3)** attempts to deliver the package. If the customer is unavailable after the third attempt, the shipment is returned to the warehouse, and a refund is automatically initiated (for prepaid orders).

## 1.4. Open Delivery

Packages are sealed for security. Customers are not permitted to open the package before accepting delivery and making payment (in case of Cash on Delivery).

# 2. RETURN AND EXCHANGE POLICY

## 2.1. Return Window

Items are eligible for return or exchange within **15 or 30 days** from the date of delivery, depending on the category:

- **30 Days:** Apparel, Footwear, Handbags.
- **15 Days:** Fashion Jewelry, Watches, Sunglasses, Home Decor.

## **2.2. Condition of Validity**

To pass Quality Control (QC) at the warehouse, returned items must meet the following criteria:

- **Tags:** All original brand tags, price tags, and style labels must be attached and intact.
- **Usage:** Items must be unworn, unwashed, and free from stains, odors, or damage.
- **Packaging:** Original packaging (e.g., shoe boxes, branded dust bags) must be included.

## **2.3. Non-Returnable Categories (Hygiene Clause)**

Due to hygiene standards, returns are **strictly prohibited** for the following categories, unless a manufacturing defect is verified:

- Innerwear (Briefs, Panties, Lingerie Sets, Shapewear).
- Sleepwear & Loungewear.
- Socks & Stockings.
- Personal Care, Beauty Products, and Perfumes.
- Fine Jewelry (Earrings, Nose rings).

## **2.4. Exchange Protocol**

Exchanges are subject to inventory availability. If the desired size is out of stock, the request is processed as a standard return, and a refund is issued.

# **3. REFUND POLICY**

## **3.1. Refund Initiation**

The refund process commences strictly **after** the returned item has been physically received at the warehouse and has passed the Quality Check (QC). This usually occurs 24-48 hours after the courier picks up the item.

## **3.2. Refund Modes and Timelines**

The timeline for the amount to reflect depends on the banking partner:

<b>Payment Mode</b>	<b>Refund Destination</b>	<b>Processing Time</b>
Credit/Debit Card	Source Account	5–7 Business Days

<b>Net Banking/UPI</b>	Source Account	2–4 Business Days
<b>Cash on Delivery</b>	Bank Account (NEFT)	3–5 Business Days
<b>Platform Wallet</b>	Store Credit	Within 24 Hours

### **3.3. Fair Usage Policy**

To ensure a fair experience for all customers, accounts with an abnormally high return rate (exceeding 85% of total order value) may be subject to account restrictions, such as the removal of the Cash on Delivery (COD) payment option.

## **4. CANCELLATION POLICY**

### **4.1. Pre-Dispatch Cancellation**

Orders may be cancelled fully or partially provided they have not yet been assigned a tracking number or marked as "Ready to Ship."

### **4.2. Post-Dispatch Cancellation**

Once an order is in transit, digital cancellation is not possible. The customer retains the right to refuse acceptance of the shipment at the time of delivery. The refund process initiates once the refused package returns to the fulfillment center.

## **5. PRIVACY & DATA PROTECTION (SUMMARY)**

### **5.1. Data Collection**

Information collected includes Name, Contact Details, Shipping Address, and Transaction History. This data is utilized solely for order fulfillment, customer support, and improving service quality.

### **5.2. Payment Security**

The platform does not store sensitive payment information such as Credit Card CVV numbers or Online Banking passwords. All transactions are processed through PCI-DSS compliant payment gateways.

### **5.3. Third-Party Sharing**

Personal data is not sold to third parties. Data is shared only with essential service providers (e.g., Courier Partners for delivery, Payment Gateways for transactions) strictly on a need-to-know basis.

## **6. FREQUENTLY ASKED QUESTIONS (FAQ)**

### **Account & Orders**

**Q: What defines a "Split Shipment"?** **A:** If an order contains multiple items, they may be sourced from different warehouses to ensure faster delivery. Consequently, items may arrive in separate packages at different times.

**Q: Can the shipping address be modified after an order is placed?** **A:** Address changes are permissible only while the order status is "Pending" or "Processing." Once the invoicing process is complete, logistics constraints prevent address modification.

**Q: What happens if an order is marked delivered but not received?** **A:** Claims regarding non-receipt of delivered packages must be raised within 48 hours of the delivery status update. An investigation with the courier partner will be conducted, which may take up to 7 business days.

### **Returns & Quality**

**Q: What if the reverse pickup service is unavailable in a specific area?** **A:** In rare cases where the courier partner does not service a specific PIN code for pickups, the customer may be required to self-ship the item to the central warehouse. Reasonable shipping costs are reimbursed in the form of Store Credit upon submission of the courier receipt.

**Q: Are promotional "Combo" items returnable individually?** **A:** No. If items were purchased as part of a "Buy 2 Get 1 Free" or a fixed-price bundle, the entire set must be returned to process a refund. Individual items from a bundle are not eligible for return.

### **Payments**

**Q: What is the procedure for a failed transaction where funds were deducted?** **A:** If a payment fails but the amount is debited, the transaction is usually reversed by the issuance bank within 7 business days. The platform does not capture or hold funds for failed orders.

**Q: Is the Cash on Delivery (COD) fee refundable?** A: No. The COD charge is a convenience fee paid to the logistics partner for cash handling services and is non-refundable.

**Disclaimer:** *This document serves as a guideline for consumer policies. In the event of a dispute, the detailed Terms of Use and specific local laws regarding consumer protection shall prevail.*