**Terms and Conditions**

1. **User Responsibilities**
   * By accessing or using our platform, customers agree to comply with all applicable laws and regulations.
   * Customers must ensure the information provided during the checkout process is accurate and up-to-date.
2. **Order Cancellations**
   * Customers can cancel orders within three (3) calendar days of placing the order.
   * Upon successful cancellation, 95% of the total payment will be refunded to the original payment method. The remaining 5% will be deducted as processing and transaction fees to cover administrative costs.
3. **Payments**
   * The platform accepts payments via UPI, Netbanking, Debit Cards, Credit Cards, and Wallets.
   * All transactions are securely processed through third-party payment gateways to ensure the safety and confidentiality of customer data.
4. **Shipping and Delivery**
   * Orders are shipped in a batch process and delivered during the last week of each month.
   * Currently, the platform does not support international shipping.
5. **Handling Defective Items**
   * Customers can report defective items by providing proof, such as an unboxing video, to validate their claim.
   * Defective items may include errors in design prints or manufacturing flaws.
   * The platform will bear the freight charges for returning defective items.
6. **Ownership of Intellectual Property**
   * For influencer-designed drops, the ownership of the design and associated AR features remains with the influencer.
   * For other collections, all intellectual property rights are retained by the brand.
7. **Technical Compatibility**
   * Customers must have devices capable of rendering 3D content or the Snapchat app installed to access and utilize AR features provided by the platform.

**Privacy Policy**

1. **Information We Collect**
   * We collect the following personal information for order fulfillment and service improvement:
     + Full Name
     + Email Address
     + Phone Number
     + Instagram ID
     + Shipping Address with Pincode
     + Payment Details
     + Bank Account Details (for refunds, if applicable)
2. **How We Use Your Information**
   * The data collected is used to:
     + Provide personalized recommendations and product suggestions.
     + Notify customers about new drops, promotions, and marketing campaigns.
     + Facilitate order processing and dispatch notifications.
3. **Third-Party Services**
   * We rely on third-party platforms for payment processing and customer relationship management (CRM).
   * These third parties comply with industry-standard security practices to safeguard customer data.
4. **Cookies and Tracking**
   * Cookies are used to enhance the user experience and improve the functionality of the platform.
   * Customers can modify their cookie preferences through browser settings.
5. **Children’s Privacy**
   * Our platform is accessible to users under the age of 18. However, parental or guardian supervision is advised.
6. **Data Retention**
   * Customer data is stored for a maximum of one (1) year from the date of their last purchase.
   * Customers may request account deletion at any time, and all associated data will be permanently removed.
7. **Security Measures**
   * We implement robust security protocols, including encryption and distributed data management, to ensure the confidentiality and integrity of customer information.

**Return Policy**

1. **Eligibility for Returns**
   * Returns are accepted within seven (7) calendar days of delivery, provided the items are proven to be defective.
   * Defective items include:
     + Errors in design or print quality.
     + Manufacturing defects.
2. **Proof Requirements**
   * Customers must provide clear evidence of the defect, including an unboxing video, to validate their claim.
3. **Handling Size Issues**
   * In cases where the delivered product does not match the requested size, the platform will provide an additional article in the correct size at no extra cost.
   * Customers may retain or return the incorrect size article, subject to case-specific decisions.
4. **Non-Returnable Items**
   * Individually customized articles are non-returnable and non-refundable.
5. **Return Shipping and Charges**
   * The platform will cover all freight charges associated with returning defective items.
6. **Technical Support for AR Features**
   * In the event of any technical issues related to AR features, customers can report the problem, and the platform will resolve it within three (3) working days.
7. **Initiating a Return or Complaint**
   * Customers can initiate a return or lodge a complaint through a simple message on WhatsApp or Instagram.
   * Our support team will guide customers through the process and ensure swift resolution.