

StyleHaven — Knowledge Base Document

About StyleHaven

StyleHaven is a contemporary fashion e-commerce platform specializing in curated, high-quality apparel and accessories for men, women, and children. We blend affordability with trend-conscious designs and a strong commitment to customer experience. Our operations are based in India, with centralized warehousing in New Delhi and Mumbai.

Frequently Asked Questions (FAQs)

Q: What payment methods do you accept?

A: We accept all major credit/debit cards, UPI, Paytm, PhonePe, Google Pay, Net Banking, and Cash on Delivery (COD). EMI options are available on purchases above ₹3,000.

Q: How do I apply a discount coupon?

A: Discount codes can be applied during checkout. Only one coupon is allowed per transaction. Coupons cannot be applied to already discounted items or used during flash sales.

Q: Can I combine offers or stack discounts?

A: No, stacking of offers is not permitted. Only one offer can be applied per order.

Q: I received a damaged item. What should I do?

A: Please raise a return request within 48 hours of delivery and upload photos of the damaged product. Our team will validate the request and process a refund or replacement accordingly.

Q: What if the item I want is out of stock?

A: You can click “Notify Me” on the product page to receive an email when it’s back in stock. We typically restock popular items within 2–3 weeks.

Q: Do you offer gift wrapping?

A: Yes, we offer gift wrapping for ₹49 per item. You can select this option during checkout and add a personalized message.

Shipping & Delivery Policy

- Standard shipping time is **3–7 business days**.
- Expedited shipping (2-day delivery) is available in select cities for an additional ₹99.
- Delivery to remote PIN codes may take 8–10 days.
- Orders are shipped Monday to Saturday. Orders placed after 12 PM IST on Saturday are processed on Monday.
- Multiple products in a single order may be delivered in separate shipments.

Order & Cancellation Policy

- Orders once placed cannot be modified. Cancellation is allowed within **60 minutes** of placing the order via the "My Orders" section.
- If the order has already been packed or shipped, cancellation is not allowed.
- Orders with customized items (e.g., monogrammed products) cannot be canceled once confirmed.

Return, Refund & Exchange Policy

Return Window:

Returns are accepted within **7 days** of delivery. Items must be:

- Unused
- Unwashed
- With original tags and packaging

Items Not Eligible for Return:

- Innerwear, socks, and swimwear (due to hygiene reasons)
- Gift cards
- Products bought during clearance sale or flash sale
- Custom-made items

Exchange Conditions:

- Only size exchanges are allowed
- Exchange is subject to stock availability
- Exchanges can be requested only once per order

Refund Timeline:

- Refunds are initiated within **2 business days** after return approval.
- Bank/UPI refunds: 5–7 business days
- COD refunds: Customer will be contacted for bank details or UPI ID

Return Pickup:

- First return per order is free.
- ₹49 pickup charge applies on second and subsequent returns for the same order.

Damaged/Wrong Product Return:

- Must be reported within 48 hours of delivery
- Requires clear images of the product and packaging

Privacy & Data Protection Policy

- Customer data is collected strictly for order processing, analytics, and personalized recommendations.
- We do not sell customer data to third parties.
- Payment data is encrypted and processed through PCI-compliant gateways.
- Users can request deletion of their account and associated data by contacting privacy@stylehaven.com.

Loyalty Program: StylePoints

- Earn 1 point per ₹100 spent.
- 100 StylePoints = ₹50 discount
- Points are valid for 6 months from the date of issue.
- Loyalty rewards cannot be combined with coupon codes.

Bulk & Corporate Orders

We offer discounts for corporate/bulk orders:

- Minimum order value: ₹10,000
- Tiered discounts: 10% (₹10K–₹25K), 15% (₹25K–₹50K), 20% (₹50K+)
- Custom branding available on select products
- For enquiries, contact: partnerships@stylehaven.com

Customer Support

- ✉ Email: support@stylehaven.com
- 📞 Phone: +91-90000-00000 (Mon–Sat, 10 AM – 6 PM IST)
- 💬 WhatsApp: +91-90000-00001
- 🌐 Live Chat: Available on stylehaven.com from 9 AM to 10 PM IST
- ⌚ Average response time: < 2 hours during working hours

Legal & Compliance

- StyleHaven is operated by StyleHaven Retail Pvt. Ltd., a registered company under the Companies Act, 2013.
- All purchases are governed by Indian law.
- GST invoices are automatically generated for all purchases.

- Disputes will be subject to jurisdiction of Delhi courts.