**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](mailto: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](mailto:partnerships@stylehaven.com)

**Customer Support**

* 📧 Email: [support@stylehaven.com](mailto:support@stylehaven.com)
* 📱 Phone: +91-90000-00000 (Mon–Sat, 10 AM – 6 PM IST)
* 💬 WhatsApp: +91-90000-00001
* 🌐 Live Chat: Available on [stylehaven.com](https://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.