

Returns & Exchanges Policy

At **Rivaya**, we take pride in the quality of our products. Due to the nature of our items, **all sales are final**, and we do not offer returns or exchanges for change-of-mind purchases.

Damaged or Incorrect Items. In the unlikely event that your order arrives damaged or incorrect, we are committed to resolving the issue promptly. To qualify for a resolution, please adhere to the following guidelines:

- **Reporting Window:** Issues must be reported via email on the **same day of delivery**.
- **Submission Requirements:** Please send an email to **support@rivaya.com** including:
 - **Order ID Number**
 - **Supporting Documentation:** Clear photographs or a short video showcasing the damage or the incorrect item received.
 - **Description:** A brief summary of the discrepancy.

Policy Notes: To maintain our quality standards, requests submitted after the date of delivery cannot be accepted. Once your claim is verified by our Quality Assurance team, we will provide an appropriate resolution (such as a replacement or credit) at the company's discretion.

Our Policies & Commitments

Welcome to **Rivaya**. To ensure the highest level of service and transparency, we have outlined our core brand policies below. By shopping with us, you join a community that values quality, ethics, and refined style.

1. Quality Assurance & Craftsmanship

At Rivaya, we believe in "Quality Without Compromise."

- Every garment undergoes a rigorous **multi-point inspection** before it is shipped to you.
- We source premium materials to ensure longevity, comfort, and a superior fit.
- Should you receive an item that does not meet our craftsmanship standards, we are committed to making it right.

2. Ethical Sourcing & Sustainability

We are dedicated to fashion that feels as good to own as it does to wear.

- **Fair Trade:** We partner exclusively with manufacturers who provide safe working conditions and fair wages to their artisans.
- **Responsible Production:** Rivaya is committed to reducing environmental impact by utilizing small-batch production to minimize textile waste.

3. Damaged or Incorrect Orders

- Your satisfaction is our priority. If you receive an item that is damaged or different from what you ordered, our **Quality Assurance & Redressal Team** is here to assist you.

4. Privacy & Data Security

Your trust is our priority.

- We use industry-standard encryption to protect your payment information.
- Rivaya will never sell your personal data to third parties. We only collect information necessary to process your order and improve your shopping experience.

5. Customer Care

Our team is available to assist with sizing, styling, or order inquiries.

- **Response Time:** We aim to respond to all inquiries via **support@rivaya.com** within 24 business hours.
- **Feedback:** We welcome your suggestions as we continue to grow and refine the Rivaya experience.

Our Support Channels

You can reach our **Customer Redressal Team** through any of the following platforms:

- **Email:** Send your inquiries to **support@rivaya.com**.

- **WhatsApp Support:** Connect with us instantly via our official WhatsApp business line for real-time assistance.
- **Website Integration:** Use the **Support Portal** directly on our website for seamless ticket raising.