

Refund policy

We hope you love our products always, and never need to come to this page. But in an extremely rare case that you do, here is our refund policy:

1. All products can be returned within 2 days of product delivery. Please ensure that the product is unused and with all tags intact.
2. Returns can be requested by dropping us a mail on **support@thefarsan.in**
3. You could choose to seek a full refund in the form of redeemable store credits (which you can use later to shop at The Farsan) or refund on your original credit / debit card or bank account.
4. Refund via your original credit / debit card or bank account shall be initiated after receiving back the product. And the credit shall be done within 7 days of the same. In case you choose store credits as a mode of refund, the same shall be issued within 48 hours of the logistics partner confirming us about a successful pick up. Store Credits have a validity period of 6 months.
5. In case of discounts applied during ordering, the discount value shall also be adjusted in the refund, as applicable.
6. COD collection charges, if any applied on your order, are non-refundable.
7. In case you are facing any issue, please write to us at **support@thefarsan.in**

Typical timeline for refunds:

Activity	Timeline
Raising of return request	Within 7 days of delivery
Confirmation of acceptance of return request	Within 24-48 hours of the above
Pickup of return package	Within 3-5 business days of acceptance
Receiving back of return package	Within 5-7 business days of pickup
Initiation of refund	Within 2 business days after quality check
Completion of refund	Within 3-5 business days after refund initiation