**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:**

|  |  |
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| **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 |