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## CHICX – SHIPPING, RETURNS & PAYMENTS POLICY

(Premium Jewellery & Lifestyle Brand)

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### SHIPPING POLICY

#### Delivery Coverage

CHICX currently ships across India. **Cash on Delivery (COD) availability is subject to PIN code verification.** Once your PIN code is verified by our team and confirmed by our courier partner, **Shiprocket**, we will confirm whether COD delivery is available for your location.

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#### Order Processing

- Orders are processed within **24–48 business hours** after confirmation.
  - Orders placed on weekends or public holidays will be processed on the next business day.
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#### Delivery Timeline

- Standard delivery time: **3–7 business days**
- Delivery timelines may vary based on:
  - Location
  - Courier partner operations
  - External factors such as weather conditions, strikes, or regulatory delays

CHICX is not responsible for delays caused by circumstances beyond our control.

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#### Shipping Charges

- **Complimentary shipping** is offered on select orders or during promotional campaigns.
  - Any applicable shipping charges will be clearly mentioned at checkout.
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## **Delivery Attempts**

- Our courier partner, **Shiprocket**, typically attempts delivery **2–3 times**.
  - If delivery fails due to customer unavailability or incorrect delivery details, the order may be **cancelled or returned to origin** as per courier policy.
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## **RETURN POLICY**

At CHICX, every product undergoes **strict quality checks before dispatch** to maintain premium standards.

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### **Return Window**

- Return requests must be raised **within 24 hours of delivery**.
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### **Eligibility for Returns**

The product must be:

- Unused, unworn, and unwashed
  - In original condition with all tags, invoice, and original packaging intact
  - Free from scratches, damages, stains, or signs of wear
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### **Non-Returnable Items**

For hygiene, safety, and brand integrity reasons, the following items are **non-returnable**:

- **Earrings**
  - Customized or personalized jewellery
  - Items purchased during clearance, sale, or marked as **Final Sale**
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## Return Process

- Contact CHICX support via **WhatsApp or email** within 24 hours of delivery
- Share **Order ID, clear product images, and the reason for return**
- Upon approval, a **reverse pickup** will be arranged
- All returned products undergo a **mandatory quality inspection at the CHICX facility**

Courier partners do not perform quality checks.

CHICX reserves the right to **accept or reject any return request** based on inspection results.

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## REFUND POLICY

### Refund Processing Time

- Refunds are initiated within **5–7 business days** after successful quality inspection.
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### Refund Method

- Refunds are processed to the **original payment method**, including:
  - UPI
  - Debit / Credit Card
  - Net Banking

For **Cash on Delivery (COD)** orders, customers must provide **valid bank account details** for refund processing.

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### Refund Conditions

- Refunds are issued only for **approved returns**
  - Shipping charges are **non-refundable**, unless the return is due to an error from CHICX
  - CHICX retains **final authority** over all refund decisions
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## **CASH ON DELIVERY (COD) POLICY**

### **COD Availability**

- COD is available only for **select serviceable PIN codes**
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### **COD Restrictions**

CHICX may restrict COD for:

- High-value orders above **₹3,000**
  - Remote or high-risk delivery locations
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### **COD Verification**

- COD orders may require **OTP verification or an AI confirmation call** before dispatch
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### **COD Abuse Prevention**

- Customers with repeated order refusals or failed deliveries may be **permanently restricted from COD**
  - CHICX reserves the right to **cancel COD orders without prior notice**
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## **CANCELLATION POLICY**

- Orders can be cancelled **only before dispatch**
  - Once shipped, orders cannot be cancelled and must follow the return process
  - CHICX reserves the right to cancel any order due to:
    - Stock unavailability
    - Payment issues
    - Suspicious or fraudulent activity
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## **LEGAL DISCLAIMER**

- CHICX reserves the right to **modify, amend, or update these policies** at any time without prior notice
  - These policies shall be governed by and construed in accordance with the **laws of India**
  - **All disputes shall be subject to the exclusive jurisdiction of courts in India**
  - Final interpretation of these policies rests solely with **CHICX**
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