
CHICX – SHIPPING, RETURNS & PAYMENTS POLICY

(Premium Jewellery & Lifestyle Brand)

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.

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.

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.

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.

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.

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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