

This document is legally binding and is designed to comply with the relevant laws and regulations in Nepal and India.

1. General Conditions

aahafelt.com is a company registered in Nepal. We reserve the right to refuse service to anyone for any reason at any time. You understand that your content (not including credit card information), may be transferred unencrypted and involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices. Credit card information is always encrypted during transfer over networks.

2. Products and Services

Our products are handcrafted items. We have made every effort to display the colors and images of our products as accurately as possible. We cannot guarantee that your computer monitor's display of any color will be accurate. All descriptions of products or product pricing are subject to change at any time without notice, at our sole discretion. We reserve the right to discontinue any product at any time.

3. Ordering and Payment

When you place an order, you are making an offer to purchase a product. We will confirm receipt of your order by sending an email to the email address you have provided. This confirmation does not signify our acceptance of your order, but merely a confirmation that we have received it. We reserve the right to refuse or cancel any order for any reason, including but not limited to product availability, errors in the description or price of the product, or error in your order.

4. Shipping and Delivery

We are committed to delivering your products in a timely and efficient manner.

- We aim to dispatch and deliver your order within **25 days** from the date of your purchase.
- In the event that we are unable to deliver your order within this 25-day period, the **shipping cost for that order will be waived or refunded** to you.
- Our team will contact you at most within **3 business days** of placing your order to confirm details or provide an update on the order status.

5. Returns and Refunds Policy

Your satisfaction is important to us, but due to the nature of our handcrafted products, our return policy is specific and limited.

- Return requests will be considered only for products that are **damaged upon delivery**.

- Return requests can be initiated **after 5 days** from the date the order was placed. This allows for sufficient time for the product to be delivered and inspected.
- To be eligible for a return, you must notify us of the damage with photographic evidence within **48 hours of receiving the delivery**.
- We reserve the right to inspect the returned product before a refund or replacement is processed. If the damage is confirmed, we will offer a replacement or a full refund, at our discretion.

6. User Accounts

If you create an account with us, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer. You agree to accept responsibility for all activities that occur under your account or password. We reserve the right to terminate accounts, remove or edit content, or cancel orders in our sole discretion.

7. Intellectual Property

All content published and made available on our Service, including text, graphics, logos, images, as well as the compilation thereof, and any software used on the site, is the property of aahafelt.com and protected by copyright and other intellectual property laws. You may not use our intellectual property in connection with any product or service that is not ours without our express written consent.

8. Limitation of Liability

In no case shall aahafelt.com, our directors, employees, affiliates, agents, contractors, or service providers be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including, without limitation, lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability or otherwise, arising from your use of any of the Service or any products procured using the Service.

9. Governing Law and Jurisdiction

These Terms shall be governed and construed in accordance with the laws of **Nepal and India**, without regard to their conflict of law provisions. Any dispute arising from these Terms will be subject to the exclusive jurisdiction of the courts of Kathmandu, Nepal, and/or Chennai, Tamil Nadu, India.

10. Changes to Terms and Conditions

We reserve the right, at our sole discretion, to update, change, or replace any part of these Terms and Conditions by posting updates and changes to our website. It is your responsibility to check our website periodically for changes. Your continued use of or access to our website or the Service following the posting of any changes to these Terms constitutes acceptance of those changes.

11. Contact Information

If you have any questions about these Terms and Conditions, please contact us:

- **By email:** aahafelt.com
- **By visiting this page on our website:** aahafelt.com/contactus
- **By phone number:** +977-9809204784