**Cancellation & Refund Policy – Ink n Dyes**

**1. What is Ink n Dyes’ Cancellation Policy?**

You can cancel an order **anytime before it is packed or shipped**, directly through the **Ink n Dyes Website or App**. If the "Cancel" button is available in your order section, you are eligible to cancel.  
This applies to **all orders**, including those purchased under offers or discounts.

Any amount paid will be **refunded to the original payment method** used during the transaction.

**2. Can I modify the shipping address of my order after placing it?**

Yes, you can change your shipping address **before your order is packed**.  
Just head to the **“My Orders”** section and use the **“Change Address”** option next to your order. If the address change is no longer available, our support team may assist depending on the order status.

**3. How do I cancel my order?**

To cancel your order:

* Go to the **“My Orders”** section on the App or Website
* Select the item or full order you wish to cancel
* Tap the **“Cancel”** button and follow the instructions

You’ll receive a confirmation once the cancellation is processed.

**4. I just cancelled my order. When will I receive my refund?**

Here’s how refunds work based on your payment method:

* **Cash on Delivery (COD):** No refund needed, since payment wasn’t made.
* **Online Payments (Credit Card, Debit Card, Net Banking, UPI, Wallets):** Refund will be initiated to the original source within **7–10 business days**.
* **UPI/Wallet Refunds (e.g. PhonePe):** Refund is often **instant**, and you can later transfer it to your bank account through your wallet service provider.

If your refund is delayed, feel free to contact our support team for assistance.