**Returns & Exchange Policy – Ink n Dyes**

**1. What is Ink n Dyes' Return and Exchange Policy? How does it work?**

We understand that sometimes products may not meet expectations. Ink n Dyes allows **returns and exchanges** for select items within a specified period, subject to the following conditions:

* Items must be returned in their **original packaging**, unused, and with all tags/certificates intact.
* Certain categories like customized yarns or dyed material may **not be eligible** for return unless there's a defect.
* Requests can be placed under **“My Orders > Return/Exchange”** in your account dashboard.

Once we receive the returned item and complete quality verification, your refund or exchange will be processed.

**2. How do I place an exchange request on Ink n Dyes?**

To request an exchange:

* Go to the **“My Orders”** section
* Select the item you wish to exchange
* Click on **“Exchange”** and follow the instructions

Exchanges are available for eligible products only and are subject to stock availability.

**3. What is the "No Questions Asked" Return Policy?**

Our **No Questions Asked** policy applies to most eligible items. This means you can return a product without needing to provide a reason, as long as it meets our return conditions and is within the return window.

*Note: Final decision rests with quality verification during pickup.*

**4. Why has my return been put on hold despite the No Questions Asked Returns Policy?**

Your return may be placed on hold if:

* The item does not meet our return guidelines (used, damaged, or altered)
* Pickup partner is unable to locate the product
* Quality verification failed during inspection

Our team will contact you with further instructions if your return is on hold.

**5. Does Ink n Dyes pick up the product I want to return?**

Yes, we provide **free doorstep pickup** for eligible returns and exchanges. Simply schedule your pickup when placing the return request. A courier partner will collect the item from your location.

**6. How do I return multiple products from a single order?**

Each item in your order can be returned individually.  
To do this:

* Go to **“My Orders”**
* Select the item(s) you want to return
* Initiate a return for each one separately

**7. How long does it take to receive the refund for a returned product?**

Once your return is picked up and passes quality check, the refund will be processed within **5–7 working days** to your original payment method. Refund timelines may vary depending on your bank or payment gateway.

**8. What is Instant Refunds?**

For certain prepaid orders and verified customers, Ink n Dyes may offer **Instant Refunds**—a feature where your refund is processed as soon as the return is picked up. Eligibility depends on your account history, product category, and region.

**9. Why has my return request been declined?**

Your return request might be declined if:

* The product was used, damaged, or missing original tags/certificates
* The return was initiated after the allowed return window
* The item was non-returnable or made-to-order

You can contact our support team to appeal or clarify such decisions.