**Terms and Conditions – Ink n Dyes**

**1. What is Ink n Dyes Social Carnival?**

**Ink n Dyes Social Carnival** is a special event where weavers, suppliers, and textile artisans come together to showcase innovations, success stories, and product launches on our platform. This virtual fair is a blend of live interactions, knowledge-sharing sessions, special discounts, and product promotions. It’s designed to foster community, drive engagement, and celebrate the vibrant textile ecosystem we support.

**2. What is Ink n Dyes Studio, and how can I shop through it?**

**Ink n Dyes Studio** is our interactive content hub where users can explore curated collections, product recommendations, and behind-the-scenes videos shared by industry experts, weavers, and influencers. You can shop directly from the Studio by clicking on featured yarns or dyeing services in the content. Each product comes with detailed specs, price, and quality certification so you can shop with confidence.

**3. What is Ink n Dyes Live, and how do I shop through it?**

**Ink n Dyes Live** is our live-streaming feature where we showcase live demos of yarns, dyeing techniques, tutorials, and expert interviews. During a live session, you’ll see real-time product highlights that can be purchased on the spot. Just click on the featured items appearing during the stream to place an order instantly, with the same guarantees on price, quality, and delivery.

**4. How can you sign up to be an influencer on Ink n Dyes Studio or Ink n Dyes Live?**

To become an influencer on our platform, you must be a verified weaver, supplier, textile expert, or content creator passionate about the handloom and textile industry. Visit our **"Partner With Us"** page and fill out the Influencer Application Form. Once approved, you’ll gain access to our content dashboard where you can schedule your Studio content or go live on Ink n Dyes Live. Influencers also receive early access to products and exclusive buy-back incentives.

## ****Shipping, Order Tracking & Delivery – Ink n Dyes****

### 1. How do I track my orders on Ink n Dyes?

You can track your orders by logging into your Ink n Dyes account and going to **“My Orders > Track Order”**. You’ll be able to view real-time status updates including dispatch, in-transit, out for delivery, and delivered status. For any assistance, our support team is available both online and offline.

### 2. What is Ink n Dyes' Platform Fee?

The **Platform Fee** is a nominal charge applied to help us maintain and enhance our tech infrastructure, provide expert customer support, ensure faster processing, and improve overall platform reliability. This fee is non-refundable and is shown transparently at checkout.

### 3. Can I get a refund of the Platform Fee?

The Platform Fee is generally **non-refundable**, except in cases where:

* The order is cancelled before dispatch.
* The product is out of stock or undeliverable at your location.

### 4. What is Ink n Dyes' Shipping Fee?

Shipping is **free for all standard orders**. However, in rare cases (such as urgent express delivery, remote locations, or special packaging requirements), a shipping fee may apply. This will be clearly displayed at checkout before you confirm the order.

### 5. Can I get a refund of the Shipping Fee?

If your order qualifies for cancellation before dispatch, or if a delivery fails due to a platform-side issue, the **shipping fee will be refunded** back to your original payment method.

### 6. What is Ink n Dyes' Fair Usage Policy?

To ensure smooth operations for all stakeholders, Ink n Dyes enforces a **Fair Usage Policy** that prevents misuse of platform services. Repeated cancellations, high return frequency, or bulk buying followed by returns may lead to restrictions on the account.

### 7. I am a Premium Partner. Why am I seeing a shipping fee?

Shipping remains **free for all Premium Partners** under standard delivery terms. However, you may see a shipping fee if you select:

* Express delivery
* Delivery to remote serviceable PIN codes
* Special packaging or handling requests

### 8. How do I check the status of my order?

To check your order status:

* Log in to your Ink n Dyes account
* Go to **“My Orders”**
* Click **“Track”** next to your order number for detailed status

You'll also receive email/SMS/WhatsApp updates throughout the delivery process.

### 9. How can I check if Ink n Dyes delivers to my PIN Code?

You can check serviceability by entering your **PIN Code** on the product page before placing an order or during checkout. If your location is not serviceable, our support team will contact you for alternate delivery options.

### 10. How are orders placed on Ink n Dyes delivered?

All orders are delivered via our trusted logistics partners with **door-to-door service**. Each package is carefully packed to avoid damage, and includes all quality certifications and billing documents.

### 11. Does Ink n Dyes deliver products outside India?

Currently, Ink n Dyes **only delivers within India**. However, we’re actively working to launch international shipping. Stay tuned for updates!

### 12. How can I get my order delivered faster?

For faster delivery:

* Choose **“Express Shipping”** at checkout (if available)
* Contact customer support for priority handling

Express Shipping may carry an extra charge based on location and urgency.

### 13. I have received a partial item/partial order or an unintended/void packet. What should I do?

If you receive a partial shipment or an empty/void packet, please:

* Raise a complaint within **24 hours** of delivery through your account or customer support
* Share unboxing video or photos if available
* Our team will initiate an investigation and resolve the issue via replacement, refund, or escalation as needed

**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.

**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.

**Privacy Policy – Ink n Dyes**

At **Ink n Dyes**, we value your trust and are committed to protecting your privacy. This Privacy Policy outlines how we collect, use, share, and safeguard your personal information when you use our platform.

**1. Information We Collect**

When you use the Ink n Dyes platform (Website/App), we may collect the following types of information:

* **Personal Information:** Name, email address, mobile number, shipping address, billing details, GSTIN, business type, etc.
* **Transactional Information:** Payment methods, order history, refunds, and transaction status.
* **Technical Information:** IP address, browser type, device ID, and cookies.
* **Behavioral Information:** Product preferences, browsing activity, and feedback.

**2. How We Use Your Information**

We use your data to:

* Process and fulfill orders efficiently
* Provide real-time order tracking and shipping updates
* Offer personalized product recommendations
* Improve platform experience and performance
* Send relevant notifications, promotional content, and service updates
* Assist in marketing, research, and analytics to better serve you
* Comply with legal, regulatory, and contractual obligations

**3. How We Share Your Information**

We do **not sell or rent** your personal information to third parties. However, we may share it with:

* **Logistics partners** for delivery and returns
* **Payment gateways** for secure transactions
* **Customer support partners** to provide assistance
* **Marketing and analytics partners** to improve service quality
* Government or legal authorities when required by law

All third-party partners are obligated to handle your data securely and only for authorized purposes.

**4. Cookies and Tracking**

We use cookies and similar technologies to:

* Enable essential platform features
* Remember your preferences and login details
* Understand user behavior and improve site performance
* Offer personalized product suggestions and advertisements

You can modify cookie preferences through your browser settings.

**5. Data Security**

We implement industry-standard security protocols, including:

* SSL encryption for data transmission
* Secure payment gateways
* Restricted access to personal data
* Regular audits and vulnerability testing

Your information is stored in secure servers, and access is granted only on a need-to-know basis.

**6. Your Rights & Choices**

You have the right to:

* Access and review your personal information
* Update or correct inaccurate data
* Request deletion of your data (where applicable)
* Opt out of promotional communication at any time
* Withdraw consent to data processing (subject to terms)

You can manage these by visiting the **“Account Settings”** section or contacting our support.

**7. Retention of Information**

We retain your personal data only as long as it is necessary to:

* Fulfill the purpose it was collected for
* Comply with applicable laws and taxation/audit requirements
* Resolve disputes and enforce agreements

**8. Changes to this Policy**

Ink n Dyes may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated **"Last Updated"** date. We encourage users to review it periodically.

**9. Contact Us**

For any privacy-related concerns, questions, or requests, please contact our **Data Protection Officer (DPO)** at:

📧 **privacy@inkndyes.com**  
📞 **+91-XXXXXXXXXX**  
🏢 Ink n Dyes HQ, [Full Business Address]

### ****. Grievance Officer****

In accordance with the Information Technology Act, 2000 and the rules made thereunder, the name and contact details of the **Grievance Officer** are provided below:

**Name:** [Insert Name]  
**Designation:** Grievance Officer  
**Email:** grievance@inkndyes.com  
**Phone:** +91-XXXXXXXXXX  
**Address:** Ink n Dyes HQ, [Full Address with PIN Code]

The Grievance Officer will address your complaints or concerns within the timelines prescribed under applicable laws.

**Sign Up & Login – Ink n Dyes**

**1. How do I create an account on Ink n Dyes?**

Creating an account is simple!  
Just go to the **Sign Up** page on our Website or App, enter your **mobile number or email**, set a password or verify via OTP, and you’re good to go.

**2. How do I log in to Ink n Dyes?**

You can log in using:

* Your **registered mobile number or email**
* **OTP verification** or your existing **password**

**3. Why am I asked for a password after entering OTP while logging in?**

This could be for **added security** or if your device is unrecognized. Don’t worry, just enter your password to proceed or reset it if needed.

**4. Can I still log in with my password?**

Yes, Ink n Dyes supports both **OTP-based login** and **password-based login**. You can choose whichever is more convenient.

**5. What if I don’t receive an OTP due to poor network connectivity?**

Try again after a short while or switch to **Wi-Fi/data network** for better signal. You can also choose to receive the OTP via **call (if available)**.

**6. What is an alternate mobile number? Why does Ink n Dyes ask for it?**

An alternate mobile number helps us reach you if your primary number is unavailable — especially useful for order delivery or urgent account-related updates.

**7. Do I need to provide an email to create an Ink n Dyes account?**

Providing an email is optional but **highly recommended** for order confirmations, shipment tracking, invoices, and account recovery.

**8. I used my mobile number to place an order earlier. Can I use that to log in now?**

Yes! If your number is in our system, just enter it and verify using an OTP. You’ll be able to access your order history and manage your profile.

**9. What is account recovery on Ink n Dyes?**

If you lose access to your registered mobile number or email, you can recover your account by verifying your identity via alternate contact details or support verification.

**10. Why am I asked for card details while accessing my account?**

We **do not ask for card details** for login. If this happens, please ensure you are on the **official Ink n Dyes website/app** and report any suspicious activity to our Grievance Officer immediately.

**11. What happens if my mobile number is reassigned to someone else by the telecom provider?**

If your number is reassigned, and you haven’t updated your login details, the new owner may receive OTPs. To protect your account, we recommend updating your contact details whenever you change your number.

**12. How can I change the mobile number I use to log in?**

Go to **My Account > Profile > Edit Mobile Number**, and follow the verification steps.

**13. I don’t have my old mobile number. How can I access my account and change it?**

Please contact our support team or Grievance Officer with **identity proof and account details**. We’ll help you recover your account securely.

**14. Does Ink n Dyes read my SMS messages?**

No. We **do not read, access, or store** your personal SMS messages. OTPs sent by us are auto-filled only with your device’s permission.

**15. Why is my account locked?**

Your account may be temporarily locked due to:

* Multiple incorrect login attempts
* Suspicious activity
* Security concerns

Please wait a few minutes before retrying or contact support to unlock your account.