

# AJ Creations - Store Policy

At AJ Creations, we value customer satisfaction and transparency. Our policies ensure a smooth and fair shopping experience for every customer. Below are our key operational policies, applicable for both in-store and online purchases.

## 1. Return & Refund Policy

- Returns are accepted within **7 days** of product delivery.
- Products must be unused, unworn, and returned with original packaging.
- Refunds are processed within 5-7 working days after quality verification.
- Items like cosmetics and personal care products are non-returnable for hygiene reasons.
- Exchange is available for size or color issues in clothing, based on availability.

## 2. Shipping Policy

- Orders are shipped within **2-3 business days** of confirmation.
- Estimated delivery time: 3-7 days depending on the location.
- Free shipping for orders above ₹999; below that, a nominal ₹49 charge applies.
- Tracking ID is shared via SMS and email once dispatched.
- AJ Creations partners with leading courier services to ensure reliable delivery.

## 3. Privacy Policy

- Customer data is used only for order processing, marketing updates, and service improvement.
- AJ Creations never sells or shares customer data with third parties.
- Payment data is encrypted and handled through secure gateways compliant with RBI guidelines.
- Cookies are used on our website to improve browsing experience.
- Customers can unsubscribe from promotional messages at any time.

## 4. Order Cancellation

- Orders can be cancelled within **12 hours** of placement before dispatch.
- Once the order is shipped, cancellation requests will not be accepted.
- For prepaid orders, refund will be issued to the original payment method.
- For COD orders, cancellation must be confirmed by phone or chat support.

## 5. Customer Support

- Email: [support@ajcreations.in](mailto:support@ajcreations.in)

- Phone: +91-9876543210
- Chat Support: Available 24/7 on our website and app.
- Response time: Within 24 hours for all queries and complaints.

## **6. Terms of Service**

By using our website and services, you agree to comply with AJ Creations' terms and conditions. Any misuse of our platform, fraudulent orders, or abusive behavior toward staff may result in account suspension or order cancellation.

*This policy document is auto-generated for AJ Creations' RAG-based AI chatbot training and internal reference.*