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**Damaged Products:** Our team carries out rigorous quality checks before shipping out the products to our customers. However, damages caused in transit after the product has been shipped is beyond our control. If you receive damaged product in your order, we will replace it with another piece of the same or similar kind based on our stocks. Kindly email us at [vastracollections2024@gmail.com](mailto:vastracollections2024@gmail.com) to inform us about the damage along with its picture within 48 hours from the time you receive your order and we will explain you the next steps. We will not entertain any information about damage received after 48 hours from the time you received your order.

**Missed Delivery :** Our logistics partners attempt thrice to deliver your shipment. However, for orders which are not collected at your end will be returned to us. We will re-ship the order at your request for an additional ₹250. All Cash-on-Delivery orders that are returned to us will be re-shipped only after the payment for the same is made online along with the additional shipping charges.