



Fashion Holics Return Policy

At **Fashion Holics**, we want you to be completely satisfied with your purchase. If for any reason you're not happy with your order, we offer a return policy under the following conditions:

1. Eligibility for Return

- Returns will only be accepted if the buyer requests a return within **36 hours** of receiving the product.
- Returns are only accepted for the following reasons:
 - **Damaged or Defective Products:** If the item is damaged or defective upon arrival.
 - **Size Issues:** If the product size is incorrect (please ensure you check the size chart before ordering).

2. Return Process

- To initiate a return, please contact our customer service team within 36 hours of receiving your order. You can reach us at Email - fashionholics23@gmail.com , Phone - or through our contact page.
- Provide your order number, a description of the issue, and photos (if applicable) of the product showing any damage or size discrepancy.

3. Conditions for Return

- The product must be returned in its **original, unused** condition with all tags and packaging intact.
- For size issues, you may be offered a **size** exchange or a **refund** depending on availability.
- **Shipping fees** for returns are the responsibility of the buyer unless the product was damaged or defective upon arrival.

4. Refunds

- Once your return is processed and approved, a refund will be issued to the original payment method. Please allow 7-10 business days for the refund to appear in your account, depending on your payment provider.

5. Non-Returnable Items

- Items that have been worn or washed cannot be returned unless they meet the criteria for damaged or defective products.

We strive to provide high-quality products and excellent customer service. If you have any questions or concerns about our return policy, feel free to contact us. Thank you for shopping at **Fashion Holics!**

Contact Us

We're here to help! At Fashion Holics, we're committed to providing you with exceptional customer service. Whether you have a question, need assistance with an order, or want to learn more about our products, feel free to reach out to us through any of the following channels:

Call Us

For immediate assistance, give us a call at:

+91 9076261066

Our customer service team is available to assist you during business hours.

WhatsApp Chat

You can also reach us quickly via WhatsApp for support or inquiries:

WhatsApp Number: +91 9076261066

Just click the number to start a chat!

Email Us

Prefer email? No problem! Send us your questions or concerns to:

fashionholics23@gmail.com

We aim to respond to all emails within 24 hours.

Social Media

You can also connect with us on social media for updates, promotions, and more:

Instagram:- [fashion_holics23](#)

We strive to make your shopping experience seamless, so don't hesitate to reach out with any queries or feedback!

Fashion Holics Terms and Conditions

Welcome to Fashion Holics! By accessing and using our website, you agree to the following terms and conditions. Please read them carefully before making any purchases or using our services.

1. Acceptance of Terms

By accessing or using this website, you agree to comply with these Terms and Conditions. If you do not agree to these terms, you should not use this site. We reserve the right to change, modify, or revise these Terms and Conditions at any time without notice.

2. Product Availability and Changes

Product Updates: The products listed on Fashion Holics are subject to change on a regular basis. We update our product catalog weekly or as per availability. We continuously add new, trendy, and in-demand items to keep up with the latest fashion trends.

Product Availability: While we strive to ensure that all products listed on the site are in stock, availability is subject to change. If a product is out of stock after you place your order, we will notify you as soon as possible and offer a suitable alternative or a full refund.

Product Descriptions and Images: We aim to provide accurate descriptions and images of all products. However, slight variations in color, design, and material may occur due to lighting, screen settings, or supplier changes. Fashion Holics is not responsible for minor discrepancies between the product image and actual item.

3. Pricing and Payments

Pricing: All prices listed on the website are in Indian currency Rupees and are exclusive of any applicable taxes and shipping fees. We reserve the right to change prices at any time without prior notice. Prices will be confirmed at the time of checkout.

Payment Methods: We accept various payment methods, including credit cards, debit cards, and online payment gateways such as Google Pay. Payment details provided during the checkout process are securely processed.

4. Order Acceptance and Cancellations

Order Confirmation: Once you place an order, you will receive an order confirmation email. This does not mean your order has been accepted. We reserve the right to cancel or reject an order at our discretion.

Order Cancellations: If you wish to cancel your order, please contact us immediately. Orders can only be canceled before they are processed and shipped. Once your order is shipped, cancellation is not possible.

5. Shipping and Delivery

Shipping Policy: We offer [local/international] shipping options. Shipping charges are calculated at checkout based on your location and the size of your order.

Delivery Times: Estimated delivery times are provided at checkout. These are estimates and may vary based on factors such as delivery location, stock availability, and any unforeseen delays.

Shipping Delays: While we strive to deliver products in a timely manner, Fashion Holics is not responsible for shipping delays caused by third-party carriers, weather conditions, or other external factors.

6. Returns and Refunds

Return Policy: We accept returns under specific conditions (please refer to our Return Policy for more details). Products can be returned within 36 hours of delivery if they are damaged or there is an issue with sizing.

Refunds: Refunds will be processed after the returned item is inspected. We reserve the right to offer a replacement or store credit if the return does not meet our policy guidelines.

7. User Responsibilities

Account Information: If you create an account on our website, you are responsible for maintaining the confidentiality of your account details, including your password. You agree to notify us immediately if you suspect any unauthorized use of your account.

Use of Website: You agree to use this website for lawful purposes only and not to engage in any activity that may disrupt or damage the functionality of the website or its associated services.

8. Intellectual Property

All content on this website, including product images, videos, descriptions, logos, and designs, are the property of Fashion Holics or its licensors. Unauthorized use, reproduction, or distribution of any content from the website is strictly prohibited.

9. Limitation of Liability

Fashion Holics is not liable for any direct, indirect, incidental, special, or consequential damages arising out of the use or inability to use our website or products. This includes, but is not limited to, any errors in product information, pricing, or availability.

10. Privacy Policy

Your privacy is important to us. Please review our Privacy Policy to understand how we collect, use, and protect your personal information.

11. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of INDIA. Any disputes arising under these Terms and Conditions shall be resolved in the courts located in THANE / INDIA.

12. Changes to Terms and Conditions

We reserve the right to modify, update, or change these Terms and Conditions at any time. Any changes will be posted on this page with the updated date. By continuing to use our website after changes are made, you agree to the updated Terms and Conditions.

If you have any further questions or need clarification on any point, feel free to contact us. Thank you for shopping with Fashion Holics!

Fashion Holics Privacy Policy

At Fashion Holics, we value and respect your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit our website and make purchases. By using our website, you consent to the practices described in this policy.

This Privacy Policy is in accordance with the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 under the Information Technology Act, 2000 and other applicable laws of India.

1. Information We Collect

We collect the following types of information to provide and improve our services:

Personal Information: When you create an account, place an order, or contact us, we may collect personal details, including:

Name

Email address

Phone number

Shipping address

Billing information

Payment details (processed through secure payment gateways)

Non-Personal Information: We may also collect non-personally identifiable information, including:

Browsing activity (e.g., pages visited, time spent on site)

IP address

Device type and operating system

Browser type and version

Referring URL (the website you visited before ours)

2. How We Use Your Information

We use your information to provide the best possible shopping experience, including:

Order Fulfillment: To process and deliver your orders, including billing and shipping.

Customer Support: To respond to your inquiries, complaints, or issues related to your account or purchases.

Marketing: With your consent, we may send you promotional emails or newsletters about new products, sales, or offers. You can opt out at any time by unsubscribing from these communications.

Website Improvement: To improve the functionality of our website and enhance the customer experience based on your browsing behavior and preferences.

Security: To ensure the security of our site and protect against fraudulent activity.

3. Data Sharing and Disclosure

We are committed to protecting your personal information and will not sell, rent, or share it with third parties, except under the following circumstances:

Service Providers: We may share your data with trusted third-party service providers who assist us in fulfilling your order, processing payments, delivering products, and managing our marketing efforts (e.g., payment gateways, shipping companies, email marketing platforms).

Legal Compliance: If required by law or court order, we may disclose your information to comply with legal obligations, such as responding to court orders, subpoenas, or law enforcement requests in India.

Business Transfers: In the event of a merger, acquisition, or sale of assets, your personal information may be transferred as part of the transaction.

4. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your browsing experience. Cookies are small data files that are stored on your device and help us:

Improve Website Performance: Cookies help us understand how visitors interact with our site, so we can improve the design and functionality.

Personalize Content: We use cookies to remember your preferences and settings, making your next visit easier and more personalized.

Marketing and Analytics: Cookies allow us to track the effectiveness of our advertising campaigns and show you relevant promotions based on your interests.

You can manage cookie preferences or disable them through your browser settings. However, please note that disabling cookies may affect the functionality of certain parts of our website.

5. Data Security

We take your privacy seriously and implement appropriate security measures to protect your personal information from unauthorized access, alteration, or disclosure. These measures include encryption, secure payment gateways, and regular security audits.

However, no method of internet transmission or electronic storage is completely secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee absolute security.

6. Your Rights and Choices

Under Indian law, you have the following rights regarding your personal data:

Access: You can request a copy of the personal information we have collected about you.

Correction: You can request that we correct any inaccuracies in your personal information.

Deletion: You can request that we delete your personal information, subject to certain legal limitations. However, please note that we may need to retain certain information for legal or operational reasons.

Opt-Out: You can opt out of receiving marketing emails by clicking the "unsubscribe" link in any of our promotional emails. You may also contact us directly to request that we stop sending you marketing communications.

To exercise any of these rights, please contact us at fashionholics23@gmail.com.

7. Third-Party Links

Our website may contain links to third-party websites that are not operated or controlled by Fashion Holics. We are not responsible for the privacy practices of these third-party sites, and we encourage you to review their privacy policies before providing any personal information.

8. Children's Privacy

Our website is not intended for children under the age of 18, and we do not knowingly collect personal information from children. If we become aware that we have inadvertently collected personal information from a child, we will take steps to delete that information as soon as possible.

9. International Transfers

If you are accessing our website from outside India, please be aware that your personal information may be transferred to, stored, and processed in India or other jurisdictions with different data protection laws. By using our website, you consent to the transfer of your data as described in this policy.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will post the updated policy on our website, and the "Last Updated" date at the top of the page will indicate when the policy was last revised. Any changes will be effective when posted.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at:

Fashion Holics

Email: fashionholics23@gmail.com

Phone: +91 9076261066

Address: Ram nagar, Road no 28, Near sadhna juniour college, Wagle estate, Thane 400604

Thank you for trusting Fashion Holics with your personal information. We are committed to protecting your privacy and providing you with a secure shopping experience.

This updated policy reflects the laws applicable in India and outlines your commitment to protecting customer data. You should also include your physical address in the contact section, which is required under certain data protection regulations in India.

Order Cancellation Policy

Cancellation Window: You may cancel your order anytime before the order status is changed to "Shipping".

After Confirmation: Once your order status is updated to "Confirmed" and moved to the shipping process, cancellations are no longer permitted.

If you need to cancel an order, please do so promptly while it's still in the "Placed" or "Confirmed" status. After the order is shipped, we are unable to accommodate cancellations.

For assistance or any queries, feel free to contact our customer support team.

Thank you for choosing us!