

# IntelliShelf™ – Store Policies & Customer Assurance Guide

\*(Last updated 21 June 2025)\*

## 1. About IntelliShelf

IntelliShelf is an online boutique dedicated to **world-class, stylish, and beautifully crafted musical instruments**. Our curated catalog focuses on five signature categories: **violin, drum, tabla, guitar, and flute**. Every item is inspected by both human experts and our proprietary AI vision system before shipment.

## 2. Return Policy

Scenario	Return Window	How It Works
Change of mind / wrong item (undamaged product)	7 days from the date shown on your invoice	<ul style="list-style-type: none"><li>• Initiate a return request in your IntelliShelf account.</li><li>• Items must be unused, in original packaging, with all accessories.</li><li>• A prepaid return label will be issued.</li><li>• Refund or store credit processed within 3 business days of warehouse receipt.</li></ul>
Product delivered damaged or defective	48 hours from delivery timestamp	<ul style="list-style-type: none"><li>• Upload at least three clear photos in the return portal.</li><li>• Our <b>AI defect-detection agent</b> auto-screens images to confirm visible damage.</li><li>• A live technician then verifies and authorizes an expedited pickup or replacement.</li><li>• Full refund or replacement shipped within 2 days after approval.</li></ul>

**Important:** If the AI agent or technician determines damage occurred after delivery (e.g., signs of misuse or improper storage), the request will be declined or converted to a standard 7-day change-of-mind return (buyer pays return shipping).

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### 3. Warranty & Repairs

- **1-Year Limited Warranty** – All instruments are covered against manufacturing faults for **12 months** from the purchase date.
- **What's Covered:** cracked solder joints, loose internal wiring, warped necks (guitars/violins) not caused by humidity negligence, faulty drum lugs, defective flute pads, etc.
- **What's Not Covered:** accidental breakage, water damage, scratches, dents from drops, or normal wear of drumheads and strings.

#### To file a warranty claim:

1. Submit a ticket with proof of purchase + high-resolution photos.
  2. Our AI agent pre-screens damage vs. wear; a luthier or percussion tech reviews next.
  3. Approved claims receive **free repair, replacement parts, or a like-for-like exchange**.
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### 4. Quality & Authenticity Assurance

#### 1. Dual-Inspection Protocol

- **AI Visual Scan** – Detects micro-surface defects and color inconsistencies.
- **Human QC** – Certified technicians play-test or tune each instrument.

**2. Humidity-Controlled Storage** – All wooden instruments (violins, tablas, guitars, flutes) are stored at 45-55 % RH to prevent cracks or warping.

**3. Eco-Conscious Materials** – Woods are sourced from FSC-certified suppliers; paints and varnishes comply with EU REACH standards.

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### 5. Shipping, Handling & Insurance

Region	Courier	Avg. Transit	Insurance
India	Blue-dart	2-3 business days	Included up to invoice value
Asia-Pacific	Aramex / EMS	5-8 business days	Included up to invoice value
Europe	DHL express	9-10 business days	Included up to invoice value

- Orders ship within **24 hours** (Mon-Sat) once payment clears.
  - Tracking links are emailed and viewable in your account dashboard.
  - Signature on delivery is mandatory to protect high-value instruments.
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## 6. Payment & Security

- Accepted methods: Visa, MasterCard, Amex, RuPay, UPI, NetBanking, PayPal.
  - All transactions secured via **256-bit TLS encryption**.
  - IntelliShelf does **not** store full card numbers; payment tokens are managed by PCI-DSS Level 1 gateways.
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## 7. Privacy Commitment

We collect only essential data (name, email, shipping address) to fulfill orders and improve service. No personal information is sold or rented. AI defect-detection images are retained **≤ 30 days** solely for quality audits, then auto-purged.

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## 8. Customer Support

- **Live Chat:** 9:00 AM – 9:00 PM IST, Mon-Sat
  - **Chat with AI Assistant:** 24/7 (anytime)
  - **Email:** [care@intellishelf.com](mailto:care@intellishelf.com) (responses within 24 hours)
  - **Phone:** +91-22-4000-1234
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## 9. Glossary of Key Terms

Term	Meaning
<b>AI Defect-Detection Agent</b>	Computer-vision model that screens photos for cracks, dents, misalignments
<b>Business Day</b>	Monday-Friday excluding national holidays.
<b>Change-of-Mind Return</b>	Unused, undamaged product return within 7 days.
<b>Syahi</b>	Black tuning paste on tabla drumheads.

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### Our Promise

- ☐ “At IntelliShelf we blend technology with craftsmanship to deliver instruments that inspire. If we ever fall short, our AI and human teams are here to make it right—fast.”

Thank you for choosing IntelliShelf. Play on!