

# **Refund, Return & Cancellation Policy**

## **1. Inspect Your Goods Upon Delivery**

Please inspect all goods at the point of delivery.

If there is any issue (e.g., missing, damaged, or incorrect items), you must report it within 48 hours of receipt.

We will only process refunds or replacements if the issue is reported within this timeframe.

Evidence required: Clear pictures or videos of the product(s) and packaging as received.

## **2. Order Cancellation**

- Orders can be canceled before dispatch only.
- Canceled orders will not be refunded, but the amount paid will be issued as store credit for future purchases.
- Note: Customized or branded orders cannot be canceled or modified once production has started.

## **3. Payment Delay and Item Availability**

- If payment is not made within 2 hours after invoice is sent, kindly reconfirm item availability before paying.
- Payments made for out-of-stock items without confirmation will be stored as wallet credit to be used for another item.
- No cash refund will be issued for such cases.

## **4. Return & Exchange**

- Exchanges may be accepted within 24 hours of delivery only.
- Returned items must be unused, unopened, and in their original packaging.
- Once we receive and inspect the returned item(s), we will notify you of the approval or rejection of the exchange.
- Customized or branded items are non-returnable.
- Customer is responsible for all return delivery costs.

## **5. Refund Conditions**

Refunds are only processed under the following conditions:

- The product delivered was incorrect or defective.
- Issue was reported within 48 hours of receipt.
- Clear photo or video proof was provided and the claim verified.

Approved refunds will be processed either:

- As store credit (default)
- Or cash refund (in special cases) within 7-10 business days.