

SHIPPING AND RETURNS POLICY

Destinations

We ship to almost all destinations within India and to US, UK, Europe and other countries. We have tied up with various delivery partners to ensure maximum coverage and better delivery. Wherever the pin codes are not covered by our private partners, we will be using India Post service of the Government of India.

Estimated Delivery Time

This will differ based upon payment confirmation, item availability and the destination. For orders which are placed using Credit Card/Net Banking Payment Option and are under verification, the shipment will only happen post such verification. 'In Stock' items - The order processing time will be 3-4 days. Your shipment should reach you within 7-10 days from shipment date ('day' here refers only to business day). 'Backorders' - Since many items are handmade and/or in huge demand, we request your patience while the craftsmen work on it. This is expected to take around 20 days (order processing) plus further 7-10 days to reach your doorstep. Multiple items - in case you choose to order more than 1 item with some items 'backordered', we will ship the available items first and the backordered items will be shipped later. International shipments will be through UPS or EMS and will reach within 7-10 days.

Longer Delivery Times

Various situations, however unlikely, may arise where the delivery might get delayed. You might not be available to receive your shipment at that time or the address might be incorrect. In such and other cases, we request your patience and co-operation while we work on ensuring that the error is remedied. Delivery partners have their own operational protocols over which we have no control. As an example - in cases where your shipment was returned, due to some reason, from the shipping address within the promised delivery time, the delivery person might or might not call before they come next time. Certain areas may have a longer delivery period due to issues relating to accessibility, weather conditions, law and order concerns, etc. A sample list may include Jammu and Kashmir, hilly areas, North Eastern states, etc. Other force majeure situations.

CANCELLATION AND REFUND POLICY

Due to high shipping costs, we will not be able to accept any cancellation, return or exchange requests for our international customers.

Cancellation by Customer

Before Shipment (of In Stock items) or Before Order to Supplier/Manufacturer (of Backorder items) Cancellations will be accepted in such cases and the amount will be refunded back to you. Certain minimum deductions may be made for credit or debit card transactions by the issuing bank. After Shipment

You may cancel the order within 7 days of receiving the item. We will arrange for the item to be picked up within a few days of your request. In case you are unable to fixup a suitable pickup time within 10 days of your email, the order will be deemed to have been accepted and no further requests will be entertained. Also, based on your request we can either refund your amount or provide you with a credit voucher. You may write to us at hello@mindfleck.com if item is:

not received in good condition

is damaged or defective, or

is different from what you had ordered

We will consider your request only if the item is not rendered unsellable:

Item is unused

is in the same condition as you received it

item is picked up within 10 days from the date of your email

intact original tag along with original invoice and packaging

For custom-made orders where the sizes/requests are non-standard, it will not be possible to accept returns. We request our customers to be sure before placing such orders.

Please note that the refund will only be processed on the return of the item. We will arrange for the return to be picked up from your address. At the time of collecting the products, you will be given a courier Airway Bill, which we request you to retain for future reference.

You will appreciate that our merchandise comes under hygiene items and are rendered unsellable once used. In case of any dispute, decision of LYC will be final.

Mode of Refund

Based on your request we can either refund the entire amount (minus some transaction costs in case of card payment or net banking) or provide you with a credit voucher. The refund will be processed in the same mode in which the payment was made (e.g. refund to your credit/debit card or net banking, etc.). Typically this may take around 10 business days. Delays might arise on the part of the cardholders bank to process such refunds - things which are beyond our control.

In case you paid by Cash on Delivery, we will transfer to your bank account

Exchanges

Exchanges shall only be done for items with exactly the same price or higher as the item being returned. Please indicate clearly the replacement item requested when you email to hello@mindfleck.com