

Payment Methods

How can I pay?

You can pay by credit/debit card, net banking or cash on delivery.

Can I use my credit card which was issued in another country?

We support credit cards issued by an issuer outside India.

My card/account was charged, but I encountered an error after that. Now is my money gone?

Firstly, please note that this is a rare occurrence. But in case it happens, you'll receive an email which would confirm if your payment has been taken. We ensure that the refund process will start within 4 hours however it might take a week for the amount to get credited in your account depending on the time taken by the bank. Please feel free to call us in case of any further clarifications. Rest assured, we will chase it down and ensure that you get your money back.

What is this billing address and why do you need it?

We do not need your billing address but the card issuing banks do. They need this information to fight credit-card fraud. So please do your bit to help and provide us this information and we'll pass it on to the banks.

Do you store my credit card information?

Let us be VERY CLEAR here - we DO NOT store credit card information. All the information is passed to the banks through secure connections.

Are my transactions safe on your site?

Yes they are. We use high grade encryption to communicate your information with the banks.

Can we pay through Paypal?

We do not support paypal.

Can I use AMEX card?

We do not support AMEX or JCB cards yet.

I want to cancel my order ASAP. What should I do?

Go to "My Orders", find your order and cancel it. Else call us or email us with instructions to do the same and we'll do it for you. Your order cannot be cancelled if it has been shipped and not yet been delivered to you. Please note we can accept cancellation requests only within 30 days of delivery of the product. **Please Note:** For your refund to be processed the product should be in unwashed, unworn condition with all the tags and labels intact.

Will I get my money back?

If you cancel before your order has been shipped you will get your money back within 3-7 working days. If you cancel after your order has been delivered, you will get your money back 3-7 days after we receive back the canceled products in our warehouse.

What do I need to do to ensure that I get my refund back?

Please follow the instructions in the cancellation email. You need to send the products in original packing with the invoice or order details. If you paid thru COD please provide your bank account details asap. NOTE:- We do NOT process any refunds in form of cheque or demand draft. For your refund to be processed the product should be in unwashed, unworn condition with all the tags and labels intact.

Who pays for the shipping if I send the item back?

For your convenience we have a free pickup facility in most locations. Call us to check if it is available in your location.

I like the product I bought. But, I saw a new one and I want that one now. Can I exchange?

No, but you can return your order and place a new one.

If I need to send you back the item, where should I send it?

You have to send the item to following address and email us charan@mindfleck.com the copy of courier receipt

Address

6/9 3rd & 4th floor Khatha No. 4863/7

(old Khatha 6/9 Jambusavari dinne main road,

Bannerghatta Main Rd, IDBI Layout, Gottigere, Bengaluru, Karnataka 560083

The T&C says I can't cancel because I purchased the product during a sale and the sale conditions were such. How do I go around this?

Since we pass on additional benefits to you during sale to our customers it becomes highly uneconomical for us to entertain returns. If there is a problem with the size or manufacturing defect we will be happy to replace provided a replacement is available.

I want to return only one of the items that I bought as part of this order. Can I?

Yes you can please go ahead and email us or call us and we will help you. Please Note: For your refund to be processed the product should be in unwashed, unworn condition with all the tags and labels intact.