

# Policy

## **Non-Returnable**

This item is non-returnable due to consumable nature of the product. However, clients have the liberty to claim the replacement if the product is found spoilt / not in the eatable condition

in the unlikely event of damaged or different item delivered to you, we will replace or provide a refund as applicable. We may contact you to ascertain the damage in the product prior to issuing replacement / refund. Only in situations where we fail to replace then we will refund your money.

## **Cancellation Policy**

- For Cancellations please email us on [info@kshaar.com](mailto:info@kshaar.com), kindly mention your order Number and contact number.
- Request for Cancellation for any order should be submitted within 4 hours after placing your order.
- In Such Case, order will be cancelled and the money will be refunded to your account within 7 working days after the cancellation request. Please note, that payment gateway charges will get deducted before processing any cancellation request..
- Requests for replacement should be submitted to us within 24 Hours of item delivery.

## **Refund Policy**

- After receipt of your complaint, we will respond within 2 working days.
- In the next 7 working days, we will arrange the replacement of the product for genuine complaints proved after investigation.
- If we fail to provide you solution in 15 working days from the date of receipt of your complaint, then you can claim for refund which would be processed within 7 days.