

WELCOME TO VERITAS CREATIONS

REFUNDS AND CANCELLATION

We thank you and appreciate your purchase with us. Please read the policy, conditions and process carefully as they will give you important information and guidelines about your rights and obligations as our customer, concerning any purchase you make through us. The policy concerning the processing of the refund, shall be following the clauses as set forth:

1. RETURN REQUESTS

Upon your purchase of

- a) In the case of LAAVIN soap bars through the Supplier's Platform, you do not have the right to place a return request or process a return request or an exchange request on the grounds of hygiene.
- b) In the case of Hast Nirmmit Art products, the request for return and exchange lasts for up to three days from the date of receiving the product. After this time period, unfortunately there will not be a scope for refund or exchange. If the product so delivered is damaged when received or wrong goods have been delivered the buyer may raise a request for the Return of the product by contacting the customer care of the Platform within three days from the delivery of the product.

A return request shall be made only upon the buyer Having sufficient proofs for the product to be damaged on delivery or the product so delivered is incorrect. The Return or the Refund process shall be undertaken by the Seller or Platform if the Customer or the User have sufficient proofs towards the same.

2. PROCESSING OF REFUND

All Refunds shall be made only on the basis and upon investigation by the Seller. The product must be unused and must be in the same condition as upon when it was on delivery. After the delivery and inspection of the returned product, the Seller shall contact you via email confirming the return of the product along with either the approval or rejection of the refund.

If approved, then refund will be processed, and a credit will automatically be applied to credit card or original method of payment, within a certain amount of days. The seller does not approve of any form of Store credit. The buyer will be accountable for the payment of shipping fee for the returning item, the shipping fee is nonrefundable and shall be deducted from the refund.

3. CANCELLATION

As a Buyer, you do not have the right to cancel your order upon placing the same, only the Seller at its sole discretion may cancel any order(s):

- a) If it suspects a user has undertaken a fraudulent transaction, or
- b) If it suspects a Buyer has undertaken a transaction which is not following the Terms of Use, or
- c) In case of unavailability of a service, or
- d) For any reason outside the control of the Seller including causes for delivery related logistical difficulties.
- e) If the Seller does not want to do business with the user

Further, while all measures are taken to ensure accuracy of product specifications and in an unlikely event wherein the information being incorrect is coming directly from the distributor, the same will be updated on the platform.

We maintain a negative list of all fraudulent transactions and non-complying users and reserve the right to deny access to such users at any time or cancel any orders placed by them in future.