

REFUND POLICY :

Order Confirmation*

- Orders begin processing only after payment is received
- Once production, sourcing, sampling, or design work has started, the order cannot be cancelled without applicable charges.

Design & Sampling

- Fees paid for design development, tech packs, consultation, and samples are non—refundable.
- Revisions are provided as agreed in the quotation or contract.

Production Orders

- Cancellation before production starts: refund after deducting bank/payment gateway charges and any actual costs already incurred
- Cancellation after production has started: no refund for work completed, materials purchased, or production costs

Quality Issues

- If products do not match the approved specifications due to our error, we will offer a replacement, repair, or an appropriate partial refund after review.
- Minor variations in color, wash, or measurements within industry tolerances are not considered defects.

Shipping* Shipping

- customs duties, taxes, and freight charges are non—refundable unless the error is ours.

Refund Processing

- Approved refunds will be processed to the original payment method within 7–14 business days after approval.

Force Majeure

- Delays caused by customs, natural disasters, strikes, pandemics, or other events beyond our control are not grounds for a refund.