

JAIPURIA'S

Premium Home Décor & Handicrafts

RETURN, REFUND & REPLACEMENT POLICY

At Jaipuria's, every piece we ship is handpicked or handcrafted with care — from resin sculptures and marble décor to wooden handicrafts and gift items. This policy is written to be clear, fair, and easy to act on. If something isn't right, we want to make it right, quickly.

SHIPPING & RETURNS OVERVIEW

- **Free shipping:** Jaipuria's offers free shipping across India on every order, with no minimum order value required.
- **Return courier charges:** For customer-initiated returns (change of mind, wrong selection, or size/style that didn't match expectations), return courier charges are borne by the customer.
- **3-day return window:** Return requests must be raised within 3 days of the delivery date shown in tracking. Items must be unused, in original packaging, with all tags and accessories intact. Products marked as final sale, custom-made, or personalised are not eligible for return.

HANDMADE PRODUCTS — PLEASE READ

Since every product is handcrafted by skilled artisans, slight variations in colour, texture, finish, painting, carving, and polish are natural, expected, and part of what makes each piece one of a kind. These variations are **NOT manufacturing defects** and are not eligible grounds for return, replacement, or refund. Product photographs are for reference; the exact grain, shade, or brushwork of your piece may differ slightly.

DAMAGED OR DEFECTIVE PRODUCTS

- Report within 48 hours of delivery, sharing: order number; clear photos of the damaged product; photos of the outer packaging and shipping box; and an unboxing video.
- Once verified, we will offer a free replacement or a full refund — whichever you prefer.

REPLACEMENT PROCESS

- **Step 1:** Raise a replacement request with your order number and photo/video evidence.
- **Step 2:** Our team reviews the request, typically within 24–48 hours.
- **Step 3:** Once approved, you ship the item back — return courier charges are borne by the customer.
- **Step 4:** A new piece is dispatched as soon as the returned item is received, or immediately for verified damage claims. If the exact piece is out of stock, we offer the closest available match or a full refund, your choice.

REFUNDS & TIMELINES

- Once your return is received and inspected (or your damage claim is approved), refunds are processed within 5–7 business days to your original payment method.
- **Prepaid orders:** refunded to the original payment method (card, UPI, net banking, or wallet).
- **Cash-on-delivery orders:** refunded via bank transfer or UPI; you'll be asked to share account details securely.
- Bank processing times may add 2–5 additional business days depending on your bank.

NON-RETURNABLE ITEMS

Unless damaged or defective on arrival, the following are not eligible for return or refund:

- Customised, personalised, or made-to-order pieces
- Products without original packaging, tags, or accessories
- Items showing signs of use, installation, or alteration

ORDER CANCELLATION

You may cancel your order free of charge any time before it is packed and dispatched from our workshop. Once an order has shipped, it can no longer be cancelled — but our standard return process remains available to you. To cancel, contact our support team with your order number as soon as possible; earlier requests are more likely to reach us before dispatch.

LEGAL NOTICE

This policy forms part of the Terms of Service governing purchases made on www.jaipurias.in. Jaipuria's reserves the right to amend this policy at any time; changes will be reflected on this page with an updated effective date. Continued use of our website and services after such changes constitutes acceptance of the revised policy. This policy is governed by the laws of India, and any disputes shall be subject to the exclusive jurisdiction of the courts of Jaipur, Rajasthan. Nothing in this policy limits your statutory rights as a consumer under applicable Indian consumer protection law.

CUSTOMER SUPPORT

Email: thejaipuria@gmail.com | WhatsApp: +91-6376395077 | Website: www.jaipurias.in