

Shah Sugandhi Works (<https://www.shahsugandhiestore.com/>)

Return Policy

We have a Zero return policy, which means you cannot return goods once ordered and shipped

Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item so that we can evaluate the issue and make it right. We would recommend you to have the unboxing video with you in case to help us evaluate the claim further.

Returns will be processed on if:

- It is determined that the product was not damaged while in your possession
- The Product is not different from what was shipped to you
- The product is returned in original condition, (Resalable condition - (with brand's/manufacturer's box, MRP tag intact)
- The damage should be reported within 3 working days of receipt of such goods via email to info@shahsugandhi.com
- We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or Credit Card Company to process and post the refund too.

Incase Refund is not received on acceptance of the return from our side you may write to info@shahsugandhi.com