



## **RETURN/ REFUND/ EXCHANGE POLICY**

### **REFUND POLICY**

***Dear Customer,*** if you wish to return the product, please note the following;

*The products purchased by you are on the whole, handcrafted by local artisans in their homes or small outlets with utmost care. Irregularities in patterns, textures, weaves and a slight variation in colour are typical outcomes of an authentic, handcrafted process and are not to be deemed as a damage or defect.*

Kala Ghoda Art Kart is a marketplace whose sellers are mostly small-scale artisanal entrepreneurs and small businesses. As small scale set-ups, while they strive to make and sell authentic, eco-friendly products to their customers, it is difficult for them to accept returns from customers as frequently the products returned aren't in the original condition. For example, an Ikat silk dress which is returned back in a crumpled condition to the artisan cannot be resold again and is a huge loss for them.

### **RETURN & EXCHANGE POLICY**

Kala Ghoda Art Kart will only accept returns if a wrong or a damaged product has been delivered to you. Exchanges are granted only on a case-to-case basis considering the genuineness of the request and, *at the discretion of the seller.*

The products need to be;

1. in an unused and unsoiled condition with original folds (especially for products like sarees etc) and the price tag intact.
2. with both product and all its packaging as far as possible in its original condition.
3. securely wrapped.

4. including the Seller's delivery slip.
5. shipped at your risk and cost.

Customers wanting to make an exchange, should get in touch with [customerservice@kalaghodaartkart.com](mailto:customerservice@kalaghodaartkart.com) within 24 hours of receipt of the product which is being returned or exchanged with supporting images of the product stating the reason for return or exchange.

The following details are to be taken care of:

1. Please mention your order number along with **<RETURN>** or **<EXCHANGE>** in the subject line to process your request as promptly as possible.
2. The product must be neatly folded, packed and couriered to the seller.
3. Return pick-up can be arranged by [customerservice@kalaghodaartkart.com](mailto:customerservice@kalaghodaartkart.com) as per the confirmation of the date and time by the customer.

Return pick-up shall be attempted once only. Thereafter, the customer shall need to obtain the artisans address from [customerservice@kalaghodaartkart.com](mailto:customerservice@kalaghodaartkart.com) and arrange for a direct delivery.