

Rajeshwary Traders & Suppliers

REFUND POLICY

Returns

Our policy lasts 7 days. If 7 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

For items other than food/perishable items, to be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Several types of goods are exempt from being returned. Perishable goods such as food, food supplements, snacks and sweets etc. cannot be returned.

Additional non-returnable items:

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted: (if applicable)

Any item not in its original condition, is damaged or missing parts for reasons not due to our error.

Any item that is returned more than 7 days after delivery.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card/debit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at **rts.crb@gmail.com**.

Exchanges (if applicable)

Other than exempted items for return/exchange (perishable goods such as food, food supplements, snacks and sweets etc.), we only replace items if they are defective or damaged. If you need to exchange it for the same item, it may be entertained based on the availability of the item. Please send us an email at **rts.crb@gmail.com** for our confirmation of the availability. Once you get the confirmation message from

our end please send your item to: **Shop No.114, B-8, No.2 Market, Kalyani, Nadia, West Bengal, India. PIN 741235.**

Shipping Costs for Exchange of Items

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time for your exchanged product to reach you may vary.

If you are shipping an item over INR500.00, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Refund in any unforeseen Situation

In case of any unforeseen situation, if the order can not be delivered within 7 days after the order confirmation date, the order will automatically opted for refund and the paid money will be returned to the source account from where the payment has been made/as per the desire of the purchaser.