

SHIPPING & RETURN POLICY

Vihan Venture Pvt Ltd

This Shipping & Return Policy explains the general shipping, delivery, return and refund practices applicable to purchases made through the e-commerce website of Vihan Venture Pvt Ltd.

1. Shipping & Order Processing

Orders are processed after successful order confirmation and payment, where applicable. Processing times may vary depending on product availability, order volume and other operational factors. Customers will receive relevant order or shipping updates through the contact information provided at the time of purchase.

2. Delivery

We aim to deliver orders to the address provided by the customer during checkout. Estimated delivery timelines may vary depending on the destination, product availability, logistics partner and other circumstances. Delivery timelines are estimates and may be affected by circumstances beyond our reasonable control.

3. Shipping Charges

Shipping charges, if applicable, will be displayed during the ordering or checkout process. Charges may vary depending on the product, order value, delivery location or shipping method selected.

4. Address Accuracy

Customers are responsible for providing complete and accurate delivery information. Vihan Venture Pvt Ltd may not be responsible for delays or failed deliveries resulting from incorrect, incomplete or outdated delivery details provided by the customer.

5. Damaged or Incorrect Items

If an order is received damaged, defective or different from the item ordered, the customer should contact us as soon as reasonably possible with the order details and, where requested, photographs or other relevant information. We will review the issue and provide an appropriate resolution in accordance with our applicable policies.

6. Return Eligibility

Products may be eligible for return subject to the product category, condition and specific return conditions displayed on the website. Items requested for return may need to be unused, in their original condition and accompanied by the relevant packaging, accessories or documentation, where applicable.

7. Non-Returnable Items

Certain products may not be eligible for return due to their nature, hygiene or other applicable restrictions. Any product-specific return restrictions will be communicated on the relevant product page or at the time of purchase.

8. Return Request

Customers wishing to return an eligible product should contact us through the contact details provided on the website and provide the relevant order information. Return requests may be subject to verification and applicable time limits.

9. Refunds

Once a refund is approved, the refunded amount will be credited to the customer's original payment method within 5 to 7 business days. The actual time may vary depending on the customer's bank or payment service provider.

Where a refund is approved, the refund will generally be processed through the original payment method or another appropriate method, subject to the payment provider and applicable procedures. The time taken for the refund to appear may vary depending on the payment method or financial institution.

10. Cancellation

Order cancellation may be possible before an order is processed or shipped, subject to the applicable order status and cancellation conditions. Once an order has been shipped, the customer may need to follow the applicable return process.

11. Exchange

Where exchange is offered for a particular product, it will be subject to product availability and the applicable exchange conditions shown on the website.

12. Contact Us

For questions regarding shipping, returns, refunds or order issues, customers can contact Vihan Venture Pvt Ltd using the contact details provided on our website.