



# ONFASHIONZ POLICIES



## RETURN AND EXCHANGE POLICY

---

OnFashionz offers a very flexible Return & Exchange policy. If a customer is not satisfied with the order, you can easily return/exchange the product.

**You need to inform us in 2 days for Exchange/Return else we will not process your request.**

However, there are a few basic rules to be eligible:

- **NOTE: Request has to be raised within 2 days of delivery We accept the request if there is a mismatch in quality, size, colour or design or in case an item is missing/wrong in a combo order**
- **NOTE: We do not offer returns on bulk orders.**
- **Product has to be in original & unused state**

**For example: You received your courier on 1<sup>st</sup> July, then your last date for informing us will be 3<sup>rd</sup> July after this date we will not take your exchange or return request.**

## PROCESS FOR EXCHANGE/RETURN

---

***Step 1 Inform us on WhatsApp and mention the reason for exchange/return***

***Step 2 Take a picture of the item you want to return/exchange***

***Step 3 Send us the item picture that you want to return on WhatsApp. Make sure the item is in original condition***

***Step 4 Courier boy will come to your residence and collect your item***

***Step 5 Ask Courier Boy to give a Return Slip. This is very important.***

***Step 6 Handover the item to the courier boy***

***Step 7 Take a picture of the return slip and send us on WhatsApp.***

***Step 8 We will ask your Bank Details or PayTm Number to refund your amount.***

***Step 9 (After Step 4) If it is an Exchange request- Within 4 to 5 days you will get your new size.***

## BULK ORDERS

---

**Minimum Order should be 10 Pieces**

**Cash on delivery Available**

**Shipping Charges Rs.70 per 0.50Kg**

**Note: If you order 50 pieces in quantity, there will be:**

- **Extra Shipping Charges**
- **No Returns**

## FAQ SECTION

**Q-1) The product has been picked up from customer's address. When will a customer get the refund?**

*Once the product has been picked up, send us the return slip on WhatsApp the refund will be credited to your bank account or via Paytm.*

**Q-2) A customer has handed over his personal item by mistake. What he/she can do?**

*In that case, customer needs to immediately contact with courier company and share their tracking number in order to get back his/her property. It will sole responsibility of the customer. This should not be delayed.*

**PLEASE NOTE:** In case a customer handover an extra/wrong product, refund will NOT be initiated. Please ensure that you give correct quantity and item to the courier boy. It will be customer's sole responsibility to return the correct product and quantity to the courier boy. Hence, we request please check the item before giving it to the courier boy for return.

*For example: You want to return a suit (Quantity 1) and by mistake you gave wrong product to the courier boy for return or some extra items which you have not purchased from us then it will be customer's sole responsibility. We will not process your return or exchange request.*

### **Q-3) What are your shipping charges?**

Generally, our standard courier charges are Rs.70 all over India. In case customer ordered multiple items then extra courier charge i.e Rs. 60.

### **Q-4) Does your items guarantee the same colour as shown in the picture?**

Ans. We have many catalogues with original Images are included. The colour may slightly differ due to photography.

### **Q-5) In case I don't like the dress, Can I Return?**

Ans. Yes, you need to inform us within 2 days for return with a reason. We will accept your request. Customer need to take a picture of the dress and send us on WhatsApp and mention the reason. Fold the dress properly and wrap it again. Courier boy will come to your residence to collect the parcel, You need to take "**Return Slip**" from the courier boy handover the parcel.

Send us return slip picture on WhatsApp.

We will refund full amount in 2 working days via Paytm or Bank Transfer with a screenshot of the refund amount.

### **Q-6) Am I eligible for refund if I don't have a return slip?**

Ans. We will not refund if a customer doesn't have a return slip. It's a customer sole responsibility to collect **return slip** for refund. Please don't forget to collect the slip.

✚ For any queries feel free to get in touch on our Facebook Page, Instagram or WhatsApp.

**Facebook.com/OnFashionz**

**Instagram @onfashionz3**

**WhatsApp 7049240425**

**E: onfashionzclothing@gmail.com**