



INTRODUCING
FREE SHIPPING

SHIPPING, CANCELLATION, REFUND, AND RETURN POLICY

DELIVERY AND SHIPPING POLICY:

DOMESTIC SHIPPING POLICY

ORDERS BELOW INR 8K

BASKET SIZE	SHIPPING CHARGES	OVERSIZED PACKING CHARGES
Upto 3 products	INR 200 up to first 3 products	NIL
4th product onwards	INR 200 up to first 3 products	INR 100 per product

ORDERS ABOVE INR 8K

BASKET SIZE	SHIPPING CHARGES	OVERSIZED PACKING CHARGES
No cap	NIL	NIL

INTERNATIONAL SHIPPING POLICY

ORDERS BELOW INR 20K

BASKET SIZE	SHIPPING CHARGES	OVERSIZED PACKING CHARGES
Upto 3 products	INR 1500 up to first 3 products	NIL
4th product onwards	INR 1500 up to first 3 products	INR 750 per product

ORDERS ABOVE INR 20K

BASKET SIZE	SHIPPING CHARGES	OVERSIZED PACKING CHARGES
Upto 3 products	NIL	NIL
4 to 6 products	NIL	INR 1,500
7 to 9 products	NIL	INR 1,500
10 to 12 products	NIL	INR 1,500
13 to 15 products	NIL	INR 1,500

and so on...

- Shipping charges on our products shall be mentioned at the time of checkout. We do free shipping worldwide as given in the above table. The shipping charges wherever applicable are based on basket size. In cases where the basket size becomes voluminous, we charge a nominal fee as oversized packaging charges, to accommodate and safely deliver all the items ordered.
- Customers are requested to provide an accurate, complete and valid address and pin code at the time of creating an account to avoid any delays, as we would not be liable if any incorrect address is provided and no refunds may be claimed by the by for any delay in delivery of the products, which was caused due to reasons beyond our control.
- Please note that billing Address refers to the address where a customer receives credit card bills and shipping address refers to the address where the order has to be delivered. You cannot change the shipping address once the order is placed.
- Once the order is placed, you can track the order status on our website, and in case of any queries relating to the order, our customer care service is available on all the weekdays between 9.30am to 6.30 pm 1ST. Or you can email your query to shop@aakruti.com. After the product is dispatched by us, you will receive the tracking code, with which you can track the status of your purchased product
- For international customers, the VAT/ Import Duties/ Local Taxes are borne directly by the customer, to be paid at the time of delivery to our courier partner. These taxes will be chargeable over and above the product/order price you pay. These charges are ungovernable as they differ from country to country according to local rules and regulations.
- All prices are inclusive of GST.
- We disclaim our liability in case of any delay in the delivery due to unforeseen events or wrong delivery address provided by the buyers.
- Custom charges might be applicable in case of delivery outside India. Customer will be liable to customs charges in such cases.

ESTIMATED DELIVERY DATE

DELIVERY DATE	ESTIMATED TIME TAKEN FOR DISPATCH	ESTIMATED TIME TAKEN FOR DELIVERY
In India	1-2 business days	3-5 business days from the date of shipment
Outside India	1-2 business days	10-12 business days from the date of shipment

In case of any queries related to shipping and delivery, We request you a call or WhatsApp us at +91 9493745757

(Mon-Sat 11AM - 6PM IST) or email your query at shop@aakruti.com.

Delivery can be delayed at to some unforeseen circumstances during the COVID times.

CANCELLATION, REFUND AND RETURN POLICY

All the products sold and delivered to the customer shall be subject to below terms and conditions of the policy.

CANCELLATION

RETURN/REFUND OR EXCHANGE ELIGIBILITY

Before you make the decision to return this saree, please take a moment to understand the process behind how each saree is made. Our sarees are sourced from skilled weavers who give individual attention to each saree, the unique charm and appeal of a handloom saree lies in the minute irregularities or details that make it look handcrafted..

- COLOUR BLEEDING:** All our designs with contrasting pallus are hand dyed to create a colour distinction between the body and pallu. As this is achieved through a handmade process, there might be a slight overflow of the dye at the pallu and body joint.
- COLOUR RENDITION:** Colour renditions of our products may vary according to the ambient lighting conditions and the Colour calibration of different digital phone/LED devices.
- OVERFLOW THREADS:** Overflowing threads are common in handmade products, the small extra threads that might have been missed out while weaving the saree can simply be snapped by using a pair of scissors.
- CREASE/WRINKLES:** All our products undergo a 3-step quality process which requires a complete unfolding of the saree, causing a few to zero creases or wrinkles. To resolve this you can mildly iron the saree at a low temperature with no water or by completely opening and hanging the saree vertically for a few days.
- HANDWORK:** Sarees with embellishments of pearls, beads or sequins have a tendency to come undone. Please remember that even with the best handling and care this problem cannot be avoided altogether

Our sarees at Aakruti are made using materials of the highest quality that you can trust and wear proudly.

Orders are only eligible for return/exchange if:

- The product is clearly defective/damaged
 - Received wrong product
 - The product received does not match the images A terms of colour/design/fabric/quality, as seen on the website.
- Reach out to Aakruti Customer Care at shop@aakruti.com within 7 days from the receipt of order to get a confirmation on the return/ refund eligibility of the order
 - One of our executives will get in touch, in order to process the return/exchange request
 - The customers may have to share the images of the product received in order to initiate the return pick-up
 - A confirmation mail would be sent to the customer, confirming the return/exchange request
 - Return pick-up will be facilitated by the Aakruti customer care team with 3 business days from the date of return/exchange confirmation
 - Customers are requested not to return the products through any personal mode other than the return facility provided by Aakruti as this may hamper/ delay the refund/ exchange process
 - Alternatively, customers can choose to exchange the products at any nearest Aakruti store available in India within 7 days of receiving the product
 - Store exchange is not applicable to orders shipped outside India
 - Customers may have to bear additional charges such as return cost and customs duties (for international orders). Such amount shall be indicated to the customers in advance.

ORDERS PLACED FOR GIFT VOUCHERS ARE NOT ELIGIBLE FOR CANCELLATION/ EXCHANGE OR REFUND

REFUND PROCESS

The product will go through the following internal checks before the refund gets processed:

- The product/s returned should be in original condition
- The product/s must not be used or washed
- The product/s should have the original tags/labels in place and folds intact
- The product/s should be returned along with the box in which the product was delivered
- The refund may be delayed or not get processed, if the returned product/s does not meet any one of the internal check criteria mentioned above

REFUND TIMELINES

- Refunds (net of any additional charges applied on account of return) shall be made to the same issuing bank through which the Product was purchased, using the same payment mode. Refunds are processed within 2 business days of receiving the product to Aakruti's warehouse.
- The refunded amount may take 7-10 business days from the date of initiation of refund to reflect in the bank account/Credit card/wallet.
- In the event of false, frivolous or baseless complaints regarding the delivery or quality of the products, the customer will not be eligible for refund or replacement.
- Customers have the option to raise a chargeback with their bank, if the refund amount does not reflect within 15 days from the date of initiating refund.

However, we request the customers to reach out to us first for any queries and speedy resolution on any payment/ refund concerns.