

TERMS AND CONDITIONS

In a nutshell, we do everything we can to leave you feeling delighted with your experience with us. Common sense, being human good old-fashioned customer service rules. Everything below is a legal guideline but we can often be more flexible, we have a strong desire to leave you thrilled and delighted and work on the basis of achieving this.

A Contract between the customer and Swaroop for the sale of our products will only exist once an order has been accepted (at which point the buyers credit/debit card will be charged for the value of the goods to be dispatched).

YOUR RIGHT TO CANCEL

You may normally cancel your order for any reason within the first 8 hours of order placement. If you do cancel the order within this time any payments made by you will be refunded in full within 30 days. However, if you cancel the order after 8 hours it won't be valid. Please note that the orders placed on Masks and products of Arthat are not returnable or refundable once the piece has been received by the client.

RETURNS POLICY

If the product reached to you is damaged is applicable for return. For damage products you will have to send the image of the product on 9810157500 and our team will look into the matter. The picture should be sent on the same day you have received the order. It's the discretion of the Swaroop team to decide whether the product is damaged or not.

If there is a size issue then it will be exchangeable. You can drop an email on swaroopbysb@gmail.com or message at the above mentioned number.

The product once confirmed for exchange can be sent on the following address: [53/6 old Rajinder Nagar, Delhi-110060](#)

Customised orders are not applicable for return or refund.

REFUND & PROMOTIONS

All the products are not applicable for refund.

YOUR ACCOUNT

If you use the website, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer to prevent unauthorised access to your account. You agree to accept responsibility for all activities that occur under your account or password. You should take all necessary steps to ensure that the password is kept confidential and secure and should inform us immediately if you have any reason to believe that your password has become known to anyone else, or if the password is being, or is likely to be, used in an unauthorised manner. Please ensure that the details you provide us with are correct and complete and inform us immediately of any changes to the information that you

provided when registering. You can access and update much of the information you provided us with in the Your Account area of the website. Swaroop reserves the right to refuse access to the website, terminate accounts, remove or edit content at any time without notice to you.

PRIVACY

The personal information / data provided to us by you during the course of usage of Swaroop website will be treated as strictly confidential and in accordance with the applicable laws and regulations. If you object to your information being transferred or used, please do not use the website.

– Returns/Exchange not applicable on Discounted Merchandise.

DELIVERY

Delivery time for hand-painted and hand weaved pieces is 10 or 15 days.