



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. All items must be sent back to us within 7 days from the date of delivery.

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 with the price tag still on.

Several types of goods are exempt from being returned.

All garments purchased from our pret collection cannot be returned or refunded. We will undertake altering the garment to the changes that you request and to the extent possible by us. We will undertake a maximum of one alteration. The garment being returned for alteration purposes only, must be received by us within 7 days from the date of delivery.

All garments designed using the interactive designing tool on the website cannot be returned or refunded. We will undertake altering the garment to the changes that you request and to the extent possible by us. We will undertake a maximum of one alteration. The garment being returned for alteration purposes only, must be dispatched within 7 days from the date of delivery.

If you are unable to explain alterations required to your garment, we urge you to visit our design studio to alter your garment.

Address

252, Soulful Hues. 4th main, 4th cross, H.A.L 3rd stage. New Thippasandra. Indiranagar. Bangalore 560075

To complete the process for alterations at our studio, we require a receipt or proof of purchase.

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

There are certain situations where any alterations will not be undertaken:

If the garment has obvious signs of use

If the price tag is missing

If the garment is not in its original condition, is damaged or missing parts for reasons not due to our error

If the garment is returned more than 7 days after delivery

Refunds (if applicable)

No refunds are applicable to on any of items available on this website.

Sale items (if applicable)

Only regular priced stitched items may be altered, unfortunately sale items cannot be altered.

Exchanges (if applicable)

No exchanges are offered.

Store credit (if applicable)

Certain items on the website can be returned in exchange for store credit on the website only.

Store credit is only applicable on the following items:



Sarees

Unstitched fabric sets

You may use this store credit to purchase items from all categories of fabrics or garments on the website only.

There are certain situations where store credit will not be undertaken:

If the item is a stitched garment

If the garment has been stitched using our Sketchbook on the website

If the item is from the yardage section of the website

If the fabric has obvious signs of use

If the price tag is missing

If any part of the fabric set is missing

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

If the item is returned more than 7 days after delivery

Shipping

To send your product for alterations or for store credit, you should mail your product to: 252, Soulful Hues. 4th main, 4th cross. H.A.L 3rd stage, New Thippasandra. Indiranagar. Bangalore 560075

You will be responsible for paying for your shipping costs for returning your item for alterations. We will undertake the shipping cost of sending it back to you.

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

When sending items back to us for alterations or for store credit, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your item.