



SUHAUS EXCHANGE, RETURN & CANCELLATION POLICY

At SUHAUS, we offer high quality products at affordable prices. In rare cases, a customer may want to exchange or cancel the order; the request for the same shall be guided by SUHAUS EXCHANGE, RETURN & CANCELLATION POLICY as detailed below.

Exchange Request:

1. Exchange request can be accepted within 7 days of delivery, provided the goods are unused, uninstalled, undamaged and saleable condition with original packing and labels.
2. The request will be at sole discretion of SUHAUS and subject to availability of new item selected.
3. The new item selected has to be of same or higher value than the original purchase.
4. An inspection may be conducted by SUHAUS to ascertain the condition of item prior to approval of exchange request.
5. Freight charges for both sides shall be borne by the customer.
6. An image of the product to be sent to hello@suhaus.in for us to ascertain the product and accept the exchange only after which the exchange can be initiated.
7. Customized product (Sofas, single chairs, accessories) cannot be exchanged.
8. Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

Return Request:

1. Return request can be accepted only in case where there is a defect / damage found in the product.
2. For any external damages to the product, please document the same on our delivery note at the time of delivery.
3. Credit Note / Refund can be provided by SUHAUS if replacement is not in stock. The same will be processed within 14 working days after pick up of original item. Payment made through Credit / Debit cards will be reversed to the same card, Net banking payment will be reversed to the same bank account and Vouchers used for payment will result in issue of fresh vouchers.
4. To complete your return, we require a receipt or proof of purchase.
5. An image of the product to be sent to hello@suhaus.in for us to ascertain the product and accept the return
6. Customized product (Sofas, single chairs, accessories) cannot be returned.



7. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Cancellation Request:

1. Orders can be cancelled only till 5 days from the date of order placed. The same will be processed within 15 working days of request.
2. Payment made through Credit / Debit cards will be reversed to the same card, Net banking payment will be reversed to the same bank account and Vouchers used for payment will result in issue of fresh vouchers.

Contact us: Feel free to reach us out for any enquiries / assistance

E Mail: hello@suhaus.in

Late or missing refunds (if applicable)

1. If you haven't received a refund yet, first check your bank account again.
2. Then contact your credit card company, it may take some time before your refund is officially posted.
3. Next contact your bank. There is often some processing time before a refund is posted.
4. If you've done all of this and you still have not received your refund yet, please contact us at hello@suhaus.in

Sale items (if applicable)

1. Only regular priced items may be refunded, unfortunately sale items cannot be refunded.