



KHAZANAY'S RETURN POLICY

Facing size issues? Don't like the product? Wrong or defective product delivered?

Don't worry! Khazanay offers a 7 - days hassle free return policy.

To qualify for a return or exchange, all items must be unworn, unused and the product tag attached.

If you wish to return or exchange your online order, please complete the return form and include it with your return shipment.

Once we receive the parcel back as a return, we'll provide you the product amount refund via Bank Account or KHAZ Wallet.

To returns your order, follow these 3 simple steps:

Step 1.



Fill the return form given below

Step 2.



Re-pack your items securely

Step 3.



Courier the parcel back to us at

(MM Godown) Plot No. S-49, S.I.T.E. Hawksbay Road. Karachi

- ✓ Done! You will receive a call from our Customer Support within 5 working days of receiving your parcel.
- ✓ You will have to pay the courier charges which will not be refunded unless the return is a result of our error (wrong or defective product sent).
- ✓ Karachi customers can also get their item returned at our outlet located at:
Plot # 3C, 8th Zamzama Street, Phase 5, DHA, Karachi



RETURN FORM

Order number: _____ Name: _____

Mobile number: _____ Date of receiving the order: _____

Reason for return:
(tick the circle)

Different from picture

Wrong item sent

Condition not same as described

Defective item sent

Size issue

Do not like

Please select one of the following:

Exchange your items

Refund

KHAZ Wallet

You will receive a call from our Customer Support within 5 working days of receiving your parcel

For queries, email us at cs@khazanay.com or call at 03111-222-393