

ZARA UMRIGAR

Returns & Refund Policy

This Returns & Refund Policy (“Policy”) for www.zaraumrigar.com (“Website”) is between ETOILE & CO. (“We/Us/Our”) and the Website’s users (“You/Your/User(s”).

Please read the Policy carefully with respect to the returns and refunds for the products offered on the Website.

Your use of the Website or the services provided by the Website shall signify Your acceptance of this Policy and Your agreement to be legally bound by the same.

If You do not agree with the terms of this Policy, please do not use the Website or avail the services provided by this Website.

Introduction:

Customer satisfaction is one of Our main objectives at brand Zara Umirgar. We consistently work towards fulfilling this objective by providing the best quality products. We shall use Our best endeavors to ensure that Our customers are satisfied.

Returns:

The procedure for the return of products is simple! If We have not met Your expectations, You will have to follow these simple steps:

- Notify Us on the contact information provided on the Website of receipt of a damaged/ defective product within 48-hours of delivery to You. Please note that if for any reason You are unable to do so within this timeline, We shall not be held liable for the failure to replace the order;
- Please ensure that the product is unused. Please note that there would be no re-fund for a used product.

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- Upon Your intimation to the concerned person regarding Your desire to return the product and Your reason for doing so, We will arrange for a pick-up of such product through Our logistics partner. In the event that We are unable to do so, We will notify You regarding the same and You would be required to arrange for the dispatch of the product using a reputed courier service/logistics partner recommender by Us within 48 Hours from receipt of such notice. Courier freight charges will be reimbursed in such form as is determined by Our logistics partner. Please note that We shall not responsible for any damage caused to the product during transit.
- Please note that all products must be returned in their original packing and must be unaltered, unused and have not been tampered with. Return must be made along with the original invoice, warranty card, user manual and all other accompanying forms/documents that came with the original packing.
- The product must be properly and thoroughly packed in order to avoid any damage during transit.
- The returned products are subject to verification and checks by Us in order to reasonably determine the legitimacy of the complaint/ return. If the claim is not legitimate, You will be required to bear the shipping costs for the product. The product would be replaced on Your request but in the event this cannot be done for whatever reason, a voucher code with the same purchase value would be issued to You. This voucher code shall be valid for a period of 21 days from the date of issue. We would like to further inform all Our customers that these conditions would not be applicable to products where the defects could not, using reasonable diligence be discovered, at the time of delivery.

Please note that here are no cancellations once the purchase is transacted on the Website. In case of any exceptions, at Our sole discretion, two-way shipping charges shall have to borne by You.

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Refunds:

If We duly accept a product returned, the value of such product, as originally paid by You shall be refunded to You. Refund will be processed based on Your mode of payment or the approved payment gateway will credit Your refunds directly into Your debit/credit card or online accounts or provide You with a cheque in this regard.

Refunds will be subject to the following:

- Please allow Us 7-21 working days to provide a refund. Refunds will be made through the online account or via cheque, depending on the then current circumstances as determined by brand Zara Umrigar;
- For Cash on Delivery payments if any, You will be provided with a refund via a cheque.
- A promo code, once used shall not be refunded in case of cancellation of order either by customer or Us.

**We reserve the right to modify/amend/update this Policy at Our sole discretion. It shall be Your responsibility to visit the Website regularly to learn of any such change.*