

## REPLACEMENT & EXCHANGE TERMS & CONDITIONS:

### Replacement and Exchange Policy

We want you to be completely satisfied with your purchase! This policy outlines the guidelines for returning or exchanging items on our online shop.

#### Replacement:

We accept replacement requests for unused products within 3 days of delivery. To initiate a return, please contact our customer service department 7249091360 or email us at muskan@dhairyada.com within the specified timeframe.

#### Reasons for Replacement:

We accept replacement requests for the following reasons:

- Incorrect item received
- Damaged product (unboxing video required, see details below)

We will not accept returns for:

- Used products
- Items damaged due to customer negligence

#### Unboxing Video for Damaged Products:

If you receive a damaged product, please create a short unboxing video showcasing the extent of the damage. This video will help us evaluate the issue and expedite the replacement Process.

#### Exchanges:

We currently only allow exchanges for incorrect size issues related to T-shirts. To initiate an exchange, please contact customer service within 3 days of delivery and ensure you have the following:

- The original, unworn T-shirt
- Proof of purchase

#### Exchange Process:

Once we receive your return request and the unworn T-shirt, we will share our address with you and once we receive the returned product, we will send you a replacement in your desired size (subject to stock availability).

#### Important Note:

We highly recommend referring to our size chart before placing an order to ensure a proper fit and minimize the need for exchanges. The size chart can be found on the product page or a dedicated sizing guide page on our website.

#### Return Shipping Costs:

- In the case of an incorrect item received, we will cover the return shipping costs.
- For exchanges due to size issues, the customer will be responsible for return shipping costs.