



UNZUR

Export Business

Bridging markets and cultures

GSTIN - 07AAJFU2574L1ZN

Refund Policy

This Refund and Return Policy ("Policy") governs the sale of products by **Unzur** ("Company," "we," "us," or "our") to wholesale buyers ("Buyer," "you") located outside of India. By placing an order for our products (Scarves, Carpets, Tea, and Coffee), you agree to the terms outlined below.

Given the nature of wholesale export involving customs duties, international freight, and the perishable or handmade nature of our goods, our policy differs from standard retail policies.

1. Inspection Upon Arrival (Crucial)

Due to the complexities of international shipping, **you must inspect all goods immediately upon delivery.**

Damage or Shortage: If the package shows visible external damage, please note it on the delivery receipt before signing. If goods are damaged in transit or quantities are incorrect, you must notify us in writing within **48 hours** of delivery.

Failure to notify: Claims made after 48 hours will not be accepted, as we cannot verify the condition of the goods against carrier handling or storage conditions after this period.

2. No Returns Based on Change of Mind

We do not accept returns or cancellations for change of mind, market conditions, or failure to sell the products in your local market.

Wholesale Quantities: All wholesale orders are final.

Samples: Sample orders are non-refundable unless they arrive damaged (subject to Clause 1).

3. Product-Specific Conditions

Due to the unique characteristics of our products, the following conditions apply:

A. Carpets & Scarves (Handicrafts/Textiles)

Handmade Variations: Our carpets and scarves are often handcrafted. **Minor variations in colour, dye lots, size ($\pm 5\%$), and weaving** are inherent to the artisanal nature of these products and do not constitute defects.

Colour Display: We strive to display accurate colours, but monitor settings vary. Colour mismatches are not grounds for a refund.

B. Tea & Coffee (Consumables/Perishables)

No Returns: Due to food safety regulations and the risk of contamination or humidity damage during transit, **we do not accept returns or refunds on Tea or Coffee** once the order has been shipped.

Quality Claims: If you believe the batch is spoiled or defective (e.g., mould, improper packaging), you must provide a **video of the unboxing** and a detailed photo of the batch number within 48 hours of receipt for review.

4. Manufacturing Defects

If a product has a verifiable manufacturing defect (e.g., a structural flaw in a carpet that was not disclosed, or a torn scarf not caused by shipping):

1. You must submit a claim within **7 days** of receipt.
2. You must provide high-resolution photos and a written description of the defect.
3. **Remedy:** At our discretion, we will either:
 - Issue a credit note for the defective percentage of the order (applicable to wholesale accounts), or
 - Offer a replacement on your **next** order (for retail orders; shipping costs for replacement to be borne by the Buyer), or
 - Issue a refund proportional to the defective item.

5. Shipping, Customs, and Freight Forwarders

Shipping Costs: Original shipping costs are non-refundable.

Customs/Duties: If you refuse a shipment due to import duties, taxes, or customs clearance issues, the order will be considered abandoned. **No refunds will be issued** for abandoned shipments, and you remain liable for any return freight charges incurred by us.

Freight Forwarders: If you use your own freight forwarder or consolidator, our liability ceases once the goods are handed over to your agent. Any damage or loss occurring after handover is the responsibility of the Buyer.

6. Cancellations

Before Shipment: Orders may be cancelled within **24 hours** of placement without penalty.

After Shipment: Once the goods have been shipped from our warehouse in India, cancellations are not permitted. If you refuse delivery after shipment, you will forfeit 100% of the invoice value to cover restocking, freight, and customs storage fees.

7. Refunds (If Applicable)

If a refund is approved under the terms above (e.g., for a verified manufacturing defect where replacement is not feasible):

- Refunds will be processed via the original payment method.
- Bank wire transfers (NEFT/RTGS/SWIFT) typically take **7-14 business days** to reflect in your account.
- Refunds are issued in **INR (Indian Rupees)**. The Company is not responsible for currency fluctuation losses between the order date and the refund date.

8. Chargebacks

If a Buyer initiates a chargeback with their bank for a transaction that does not fall under the valid defect criteria outlined above, we reserve the right to:

1. Suspend the Buyer's wholesale account.
2. Provide the bank with full proof of delivery and communication to dispute the chargeback.
3. Bar the Buyer from future purchases.

9. Contact Information

To file a claim or for questions regarding this policy, please contact us at:

Unzur

Email: unzur.business@gmail.com

Please include your **Order Number** and **Commercial Invoice Number** in all correspondence.