

Cancellation/Refund Policy

Return and Refund Policy

- We only offer returns and refunds in the case of manufacturing defects.
- If you receive a defective product, please contact us within 5 days of purchase to initiate the return process.

Return Process

- To be eligible for a return, your item must be unused and in the same condition that you received it.
- It must also be in the original packaging.
- Please contact our customer service team (at beachandlery@gmail.com) to receive a return authorization.
- Once we receive your item, we will inspect it and notify you of the status of your refund.

Refunds will only be issued if the returned product is found to have a manufacturing defect. Once your return is approved, we will initiate a refund to your original method of payment. You will receive the credit within 10-15 working days, depending on your card issuer's policies.

Timeframe

Returns must be initiated within 5 days of the purchase date. Refunds will be processed within 10-15 business days after we have received and inspected the returned item.

Cancellation Policy

We understand that sometimes you may need to cancel an order. Our cancellation policy is designed to accommodate such situations while ensuring a fair process for all parties involved.

Cancellation Timeframe

To cancel an order, please contact us via WhatsApp or call us within 24 hours of placing the order. After this period, we may not be able to process your cancellation request.

Exceptions to Cancellation

- **Customized Products:** Orders for customized products cannot be canceled once the order has been placed. These items are specially made to your specifications, and we are unable to accept cancellations or offer refunds for these products.
- **Products Under Sale:** Orders for products purchased during sale events or with promotional discounts cannot be canceled.

How to Cancel

- To initiate a cancellation, please WhatsApp or call our customer service team at +91-9110959292.
- Provide your order number and reason for cancellation.
- Our team will assist you through the process.

Refund for Cancellations

If your cancellation request is made within the 24-hour window and your order is eligible for cancellation, we will process a refund to your original method of payment. The refund will be processed within 5-7 business days.

Contact Information

For more information about our return and refund policies, please contact us at:

Email: beachandlery@gmail.com

Call/WhatsApp: +91-9110959292

Write us at:

BeaChandlery Luxe Crafts Private Limited

117/4, 1st floor, Bhalubasa, Agrico, Jamshedpur, Jharkhand, IN

PIN: 831009

By making a purchase on our website, you agree to these terms and conditions.

Last Updated: 27 May 2024