

## Shipping and Delivery Policy

Welcome to Hathmag!

Any use of “we”, “our”, “ourselves” or “us” refers to Hathmag and any use of “you” or “your” refers to the user of the website. “Party”, “Parties”, or “Us”, refers to both the Client and ourselves.

- Taking into account we sell handloom products, we follow a strict no return policy
- A product is ONLY eligible for exchange if the received product is defective or is received in a damaged condition or the package is lost in transit
- A defective product will not be eligible for exchange if –
  - The original inner packaging and tags/notes are not retained
  - There are any damages to the product after the delivery of the same
  - The serial number / unique identifier / bar code of the package is tampered or not readable or altered or missing
- If due to any unforeseen circumstances a customer receives a package in a poor condition or if the package or product is damaged at the time of delivery, we earnestly recommend the customer to REFUSE TO ACCEPT the package and inform us immediately at [hathmag@gmail.com](mailto:hathmag@gmail.com), [info@hathmag.com](mailto:info@hathmag.com) by including his/her Order ID in the mail or DM us on Instagram [@hathmag.handlooms.of.india](https://www.instagram.com/hathmag.handlooms.of.india). While we will make all our efforts to ensure that the customer receives the same product in perfect condition with no additional cost, however since these are custom made handloom products it will not be always possible for us to ensure the same product. In such case we can issue a credit note or offer a similar product [design and price range].
- We ensure to ship the product within two working days of placing the order, however there can be delay in case of certain unavoidable and/or emergency circumstances. In such cases, the customer will be notified over email within two working days.
- The order is delivered within 5-7 working days within India and within 7-12 working days out of India. In case of any kind of delay, we will notify the customer via email as soon as we are notified by our courier partners.

- There are no additional shipping costs for domestic delivery i.e. shipping within India is free. For International shipping, there is an additional minimal shipping cost over the price of the product. The additional shipping cost, varies from country to country, is charged as per actuals as charged by our delivery partners.