

Returns Policy

1. Introduction

We at Zulfi Fabrics want you to be delighted with your purchase. If you believe your item is faulty, this policy explains how to request a return and what you can expect from us.

2. Scope

This policy applies to goods purchased from our website. It covers faulty/defective or incorrectly supplied items only. It does not cover change-of-mind returns.

3. Eligibility for Return (Faulty Goods)

You may request a return if:

- the item is faulty, damaged, or incorrectly supplied;
- you notify us within 30 days of delivery;
- you provide proof of purchase (order number, receipt, or confirmation email);
- and you provide evidence of the fault (e.g., photos/video) if requested.

4. How to Request a Return

1) Contact us at:

- Email: info@zulfifabrics.com

Include your order number, a description of the issue, and photos/video of the fault.

2) We will reply within 5 business days confirming next steps and, if approved, how to return the item (e.g., a prepaid label or instructions).

5. Remedies

If your return is accepted after inspection, we will:

- replace the item; or
- refund the purchase price to your original payment method; or
- offer store credit if a replacement is unavailable.

Original shipping may be refunded where the fault existed on dispatch.

6. Items Not Covered

This policy does not cover: normal wear and tear, misuse, accidental damage, improper care, alterations, change of mind/fit/colour preference, items returned outside 30 days, or items without proof of purchase.



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7. Return Shipping Costs

If the item is confirmed faulty, we will cover reasonable return shipping (e.g., prepaid label). If the return is not approved, you may be responsible for shipping.

8. Processing Times

We'll notify you when we receive the return. After inspection, we aim to complete the resolution promptly and will keep you updated. (We will acknowledge/answer your messages within 5 business days.)

9. Contact

Questions about returns?

- Email: info@zulfifabrics.com



Updated: 4th of November 2025

Privacy Policy

1. Introduction

Zulfi Fabrics ('we', 'us', 'our') respects your privacy. This policy explains what personal data we collect, how we use it, who we share it with, and your rights.

2. Data We Collect

- Identity & Contact: name, email, billing/shipping address, phone.
- Order & Payment: order details, transaction totals, masked payment info.
- Technical: IP address, device/browser data, pages viewed, interactions.
- Marketing Preferences: your consents and communication choices.

3. How We Use Your Data

- To fulfil orders (payment, shipping, returns/support).
- Customer support & account management.
- Improve our site/services (analytics, debugging, fraud prevention).
- Marketing (only with your consent/where permitted) and to manage unsubscribes.
- Legal compliance (tax, accounting, consumer protection).

4. Legal Bases (where applicable)

- Contract: processing orders and customer service.
- Legitimate interests: site security, fraud prevention, service improvement.
- Consent: email/SMS marketing, certain cookies.
- Legal obligation: record-keeping, compliance requests.

5. Sharing Your Data

We share data with trusted providers who help run our business (e.g., payment processors, couriers, ecommerce/IT platforms, email service providers, analytics). They may process data on our behalf under appropriate safeguards. We do not sell your personal data.

6. International Transfers

If data is transferred outside your country/region, we use safeguards such as Standard Contractual Clauses or equivalent mechanisms.

7. Security

We use administrative, technical, and physical safeguards to protect personal data. No method of transmission or storage is completely secure.



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8. Retention

We keep personal data only as long as necessary for the purposes above, including legal/accounting requirements (e.g., statutory retention periods).

9. Your Rights

Depending on your location, you may have rights to access, correct, delete, restrict or object to processing, and to data portability. You can also withdraw consent for marketing at any time (use the unsubscribe link or contact us).

How to exercise your rights: contact us using the details below.

Response time: we aim to reply within 5 business days to acknowledge and begin handling your request; statutory timelines (e.g., up to one month under certain laws) will also be respected.

10. Cookies

We use cookies and similar technologies for functionality, analytics, and (with consent) marketing. You can manage preferences in your browser and/or via our cookie banner. See our Cookies Policy for details.

11. Children

Our services are not intended for children under 16 without parental consent. If you believe a child has provided us data, contact us and we will delete it.

12. Changes

We may update this policy periodically. We will post updates here and revise the 'Last updated' date.

13. Contact

- Email: info@zulfifabrics.com

We reply within 5 business days to privacy enquiries.