

## **Cancellation, Returns & Exchanges Policy of IndianZ Lifestyle**

At IndianZ Lifestyle, your satisfaction is our priority. If something is not right, we are here to help with an easy exchange process.

### **Order Cancellations**

Orders can be cancelled within 24 hours of placement.

Once shipped, COD orders cannot be cancelled.

Prepaid orders can be cancelled before dispatch and will be refunded to the original payment mode.

**Return & Exchange Window:** You can request an exchange or return within 7 days of receiving your order.

### **Eligibility:**

- Product must be unused, unwashed, and unaltered.
- In original packaging with tags and invoice.
- Items go through a quality check before processing.

### **Exchange:**

- For size concerns, exchange is possible within 7 days.
- Exchanges due to size issues will be made when delivering the new size order. So, customers need not pay for shipping back.
- For wrong/defective items, we'll arrange a free reverse pickup ( unboxing video proof should be submitted within 24 hours).

### **Refund Policy:**

- Refunds will be to the original payment source.
- Refund processed within 7-14 days after product passes quality check.

For issues, contact us at [care@indianz.co.in](mailto:care@indianz.co.in) with photos, product details, and unboxing video within 24 hours.