

Privacy Policy

Last updated on: June 25th, 2025

The Pearl Tale ("we", "our", "us") is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, and protect your personal information when you visit our website www.thepearltale.in and/or make a purchase from us.

1. Information We Collect

We may collect the following personal information when you interact with our website or place an order:

- Full name
- Contact information (email address, phone number, shipping address)
- Demographic details (such as postal code, preferences, interests, if applicable)
- Payment information (processed securely via our payment gateway, not stored by us)
- Other information relevant to customer surveys, feedback, and special offers

2. How We Use Your Information

We collect your information to:

- Process and fulfill your orders
- Improve our products, services, and website experience
- Send promotional emails, offers, and product updates (only if you opt-in)
- Contact you for feedback, surveys, or market research (via email, phone, or SMS)
- Ensure compliance with legal requirements

3. Email & Marketing Communications

- By placing an order, you agree to receive transactional emails regarding your purchase.
- Marketing emails are sent only if you explicitly subscribe.
- You can unsubscribe from marketing emails anytime using the unsubscribe link provided or by emailing us at info@thepearltale.in.

4. Cookies Policy

We use cookies and similar tracking technologies to improve your browsing experience and analyze site traffic.

5. Data Security

We use appropriate technical and organizational measures to prevent unauthorized access, disclosure, or misuse of your information.

6. Sharing Your Information

We do not sell, rent, or trade your personal data to third parties. We may share your information with payment gateways, courier partners, and government agencies if legally required.

7. Controlling Your Personal Information

You can request access, correction, or deletion of your personal information by emailing info@thepearltale.in.

8. Policy Updates

We may update this policy from time to time.

9. Contact Us

For privacy-related queries: info@thepearltale.in

Terms & Conditions

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Welcome to The Pearl Tale. By accessing our website or making a purchase, you agree to be bound by these Terms and Conditions:

1. Website Use

- The content on our website is for general information and may change without notice.
- We do not guarantee the accuracy or completeness of information on the site.

2. Intellectual Property

- All content, including images and design, belongs to The Pearl Tale.
- Reproduction is prohibited without written consent.

3. Third-Party Links

Our website may contain links to external sites for your convenience.

4. Unauthorized Use

Any unauthorized use of the website may result in legal action.

5. Governing Law

These terms are governed by Indian law. Any disputes shall be subject to the jurisdiction of courts in India.

6. Payment Failures

We are not liable for failed transactions due to card limits or bank issues.

Cancellation & Refund Policy

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1. Order Cancellation

- Cancellations are allowed within 24 hours of placing the order, **provided the product has not been shipped.**

2. Exceptions

- We do not accept cancellations for perishable or made-to-order items.

3. Damaged or Defective Items

- Report damages within 24 hours of receipt with supporting images.

4. Product Mismatch

- If you receive a product not as described, contact customer support within 24 hours.

5. Refund Timelines

- Approved refunds will be processed within 3-5 working days.

Shipping & Delivery Policy

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1. Delivery Timeline

- Domestic orders are shipped via reputed courier partners within 0-7 days of order confirmation.

- International orders are shipped via registered international courier services.

2. Delivery Delays

The Pearl Tale is not responsible for delays caused by courier services.

3. Delivery Address

All orders are shipped to the address provided at checkout.

4. Delivery Confirmation

Order shipment and tracking details will be shared on your registered email address.

5. Customer Support

For any delivery-related issues, contact: customersupport@thepearltale.in
