

# Returns

## Return and Exchange Policy

We offer you the choice to exchange the items for any wholesale transaction within two days of the receipt of the goods, but the following terms and conditions are applicable for the same.

- If you decide to return or exchange the product for the purpose for mismatch of size (wrong size delivered by our people) or reception of a faulty item or wrong item shipped by us, you'll be supplied with a replacement of the product, free of charge. You have to ship back the product to us which you want to be replaced. We will process your replacement on receipt of the item at our warehouse in good original condition.
- But if you decide to exchange the product for the need of another size product (other than stated in the original order) or an alternative product, we do not accept the exchanges in that case.
- It will be our utmost try to deliver all the products 100% of your order. But in case of any product being stock out, you can select any alternative products from our website of same value. We will supply the alternative products in that case. In case of more valuable products, you have to make an additional payment for the difference amount.
- All items you wish to exchange should be fresh and in their original state with original packaging and tags intact and shouldn't be broken or tampered with
- You have to self-ship the products to us meant for exchange purpose. We advise that you use a trusted & economical courier service for that purpose. Please discuss with our sales representatives for the selection of shipping company, service type and cost of transportation. We are not liable for any loss or damage of parcel in transit.
- The cost of shipping should not exceed the original cost incurred by us for shipping at your destination. We will reimburse the cost amount exactly what was incurred by us for delivering at your destination, transport or location.
- Returns or exchanges are not accepted for stitched clothing items.
- Regardless of the above or any other supply, we're under no obligation to take any returns or offer any replacements or exchange or store credit. We've got sole discretion in deciding whether to take back the products or not based on the merit of the situation. We have sole authority to decide on a case by case basis.

**For certain queries, please browse the FAQs below.**

## **How does the return policy function?**

DashOn's 2-day returns and trade policy provides you a choice to exchange or return items bought on DashOn.in for specific reasons as stated above within two days of receipt of the product.

After we receive your return we'll do a good check of the item at our conclusion and whether the item passes our quality test we'll process your exchange in line with the policy mentioned above. If the returned item doesn't pass the quality test we will return it back to you. However, you need to pay the courier fees for the second time sending the product to your destination.

## **Can I exchange or return partial order from one purchase?**

Yes. You may exchange partial order in the complete single purchase. By way of instance, when you've bought 5 things from us in one order and should you want to exchange any two items from the 5; then we shall process the exchange for the two items so as mentioned in the above-mentioned policy.

## **Can DashOn.in pick up the merchandise I wish to come back from my place?**

No. You must self-ship the merchandise to our yields processing center. We've got multiple returns processing centers. You need to return the merchandise to the address supplied by us in the returns verification email. Please don't send the item prior to any address verification by us via email.

## **DashOn Disclaimer for Products**

The specifics of the merchandise or product specifications (for example weight, color, handwork information, size, etc..) quoted together with the merchandise displays are approximate values.

While every endeavor has been made to accurately reproduce colors, there can be minor variations in color of the actual product due to the character of cloth dyes, whether in the time of dyeing and gaps in display output because of light and digital photography and color settings and capacities of computers.

A customer needs to place an order remembering this little variation in color as found on a monitor contrary to the true color of the outfit obtained. DashOn firmly believes that each of the clients who purchase online understands that colors seen on a track will be slightly different when compared with the true outfits or accessories arranged.

It's almost not possible for DashOn to replicate precisely the very same colors on an outfit as seen on your screen. A version in the color selected by you is believed to be a standard practice because these clothes have a propensity to reflect unique shades of a color under different weather and light, kind of camera used for photographs or settings and type on the pc screen.

We need to explain and determine that each client who requests any ensemble from DashOn is mindful of the real issue.

## **While purchasing on the web, we propose that clients should be extra cautious of:**

A1. Red, maroon and orange colors have a greater tendency to represent another color than other colors. By way of instance even if you try to picture from a digital camera or scan a red garment, in a lot of the scenarios it will show equally as maroon or orange onto the pc screen and vice versa. Although imaging technology has progressed, nevertheless no foolproof answer to this dilemma can be found right now.

A2. A lot of times blue and green colors also overlap.

A3. Sea Green color occasionally appears Aqua blue and also the other way round.

A4. Some clothes such as silk, khadi silk, cotton silk, purple west cotton, brocade have a synergistic impact where we could observe the weaving & scents are observable in various directions that's an intrinsic feature or feature of the cloth and evidence of its validity. These aren't defects. This raw end is the beauty of the materials.

A5. Handicraft artisans constantly try their very best to create each bit better than the previous one. So, the item will always have little variant keeping the identical subject constant in the artistic method. The raw end of this handicrafts can't be compared with machine completed products as this raw end is the great thing about these handicrafts items.

We feel that clients that are ordering things with order and other beaded embroidery know of how these glistening vases have a propensity to come off. In spite of the best of care and handling that this can't be prevented entirely. Many times throughout rigorous physical checking in the habits during transit, over normal rings and sequences, come off. Many times it happens that you just open a box and locate some bits falling back on the ground. Or you wear the apparel and in a couple of hours, you may drop a number of them. Don't worry or over-react since in the event that you look with a magnifying glass in any dresses/sarees worn out by other people, you'll probably find some bits missing or nearly at a condition of falling down.