

## Shipping Policy

We offer shipping to all locations within India. However, delivery to certain pin codes may be delayed or unavailable due to logistical limitations.

Orders are typically processed and shipped within 1-2 business days. Once your order has been shipped, you will receive a tracking number via email and/or SMS that you can use to track your shipment.

We offer free shipping on all orders.

Delivery times may vary depending on the location of the delivery address. We strive to deliver all orders within 3-7 business days, but delivery times may be longer for remote or hard-to-reach locations.

Please ensure that the shipping address provided is accurate and complete, as we will not be responsible for any delays or additional charges due to incorrect or incomplete addresses. If a package is returned to us due to an incorrect or incomplete address, the customer will be responsible for the additional shipping charges to resend the package.

In the event that your order is lost or damaged during shipping, please contact us immediately and we will do our best to resolve the issue as soon as possible.

### Return

You can return products for a refund within 7 days of delivery. The item must be in its original condition and packaging to be accepted.

1. All Products purchased from the Website enjoy seven (7) days Return Policy.
2. Any product purchased from the website, if you've received them in a condition that is physically damaged, has missing parts or accessories, defective or different from their description on the product detail page on [www.naachi.world](http://www.naachi.world) can be returned in seven (7) days, after showing proof (photo or video) to the Customer Care Centre.
3. Any Product, purchased from the Website, can be returned to the Company within seven (7) days of delivery of the same by placing a Cancel Order request with Company's Customer Care Centre by phone at 1800 103 1557 (Mon to Sat-9am to 6pm)
4. Return will be processed only if:
  1. it is determined that the product was not damaged while in your possession.
  2. the product is not different from what was shipped to you;

3. the product is returned in original condition (with brand's/manufacturer's box, MRP tag intact, user manual, warranty card and all the accessories therein).
5. In the event if customer, on removing the packaging of the Product, finds the Product is damaged and/or defective and/or is different from the Product that was ordered, Customers shall immediately intimate the Company's Customer Care Centre about such damage and/or defect and/ or difference and the Company shall arrange for the replacement of the Product or refund of the price of the Product along with shipping charges, if any, collected by the Company in the unlikely event of the company is unable to replace the damaged and/or defective Product. For any Refund or Exchange / Replacement of Product, please refer to the refund policy
6. In case of Cancellation (Return / Exchange) of order after delivery of the Product. Customer will assist and cooperate fully to return the Product with its manuals, booklets, warranty card, accessories, freebies and packing materials, or any other thing which were delivered to the User along with the Product being returned. Refund or exchange shall be processed only after receipt of the product.
7. All free gifts, in original packing as delivered and unused condition must be returned along with the Product in case of cancellation of the order of the Product with which the free gift(s) is/are given.

#### Refund Policy

1. Any cancellation/exchange in accordance with the above terms qualifies for payment reversal/replacement of the Product depending on availability of the Product and preference of the User.
2. Refund or exchange shall be processed only after receipt of the product.
3. Refund will be credited to Users bank /credit card/debit card account within such time as taken by banking channels to process the refund transaction. The Company shall not be liable for any charges levied by the bank for processing of the refund transaction and the same will solely be borne by the User.
4. All refunds will be made out through crediting the account from which the payments were made.