

Refund Policy

Returns

Our policy lasts 7 days. If 7 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

What I can return and when?

- (a) You receive a faulty or defective product
- (b) You receive a product that is completely different from what you ordered.

What products can NOT be returned?

- (a) Items that have been used, washed or soiled
- (b) Custom made products.
- (c) As the product is hand made by artisans, slight variation of colour or size may arise.

Conditions for returning products

- (a) The products must be returned in the original condition they were received in along with any bills, tags, labels etc
- (b) Products must be in their original form and unsoiled
- (c) Brand packaging should be intact
- (d) Replacement of a product will be subject to availability of the product on the website at that time.

To complete your return, we require a receipt or proof of purchase.

Any item not in its original condition, is damaged or missing parts for reasons not due to our error.

Any item that is returned more than 7 days after delivery

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at wecare@helpingarts.in.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at wecare@helpingarts.in and send your item to: Helping Arts, 95/96 Gandhiji Nagar, Ariyankuppam. Pondicherry 605007. India.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

Shipping

To return your product, you should mail your product to: Helping Arts, 95/96 Gandhiji Nagar, Ariyankuppam. Pondicherry 605007. India.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over INR 3000, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.