

Saukhya accepts Returns and Exchanges in the following instances:

1. Product (s) delivered is inaccurate than the one ordered
2. Product (s) delivered is damaged on receipt
3. Product (s) delivered do not fit

In all the cases above, please be advised:

The product being returned for exchange should be in unused condition, with its original tags intact.

1. Product (s) delivered is inaccurate than the one ordered

If the product delivered is incorrect, we can either do a size exchange or issue you a credit note or code which you can redeem against a purchase from www.shopsaukhya.com within the next 90 days. If the requisite size/design is unavailable immediately, we can also make a replacement piece to order.

The shipping costs for returning the product purchased for exchange will be borne by the Saukhya team in this case.

2. Product (s) delivered is damaged on receipt

If the product delivered is damaged on receipt, we can either do a product replacement or we can issue you a credit note or code which you can redeem against a purchase from www.shopsaukhya.com within the next 90 days. If the requisite size/design is unavailable immediately, we can also make a replacement piece to order. We can also issue a refund in such cases but the refunds will be processed only after we have received the damaged product in our Warehouse and it has been inspected by our Quality Control team.

The shipping costs for returning the product purchased for exchange will be borne by the Saukhya team in this case.

3. Product (s) delivered do not fit

a) The customer ordered a standard size from our website

If the product delivered has sizing issues, we can either do a size exchange or issue you a credit note or code which you can redeem against a purchase from www.shopsaukhya.com within the next 90 days. If the requisite size/design is unavailable immediately, we can also make a replacement piece to order.

The shipping costs for returning the product purchased for exchange will be borne by the Saukhya team in this case for the first such related issue and subsequent attempts for a size exchange will be paid for by the customer. We don't accept more than 1 size exchange for the same outfit.

b) The customer got an outfit made to order as per custom measurements

If the product delivered has sizing issues, we will get the item delivered back to our Dispatch unit to examine the issue in detail. The shipping costs for returning the product purchased for exchange will be borne by the Saukhya team in this case.

If it is determined that we had made the outfit incorrectly and not per the exact measurements shared, we can either make the outfit to the correct measurements or issue you a credit note or code which you can redeem against a purchase from www.shopsaukhya.com within the next 90 days.

If the measurements were provided incorrectly by the customer, we will make a replacement cost at a pre-determined incremental value. The customer will also have to bear the cost of shipping, both back & forth. The customer may avail of an option for a partial refund or credit note but the exact amount may be determined mutually between both parties and may vary from case to case depending upon the fabrics, materials and customizations involved.

TO RETURN & EXCHANGE A PRODUCT

Send an e-mail to care.saukhya@gmail.com or drop a Whatsapp message on +919996688286 to connect with our Customer Experience team. Our Customer Experience team will ascertain the reasons for Returns and exchanges and accordingly guide you on the process.

You can return the goods within 10 business days of receiving them, in an unused, unwashed and unaltered condition, along with the original tags and the original sales invoice. Please use the services of a trusted courier agency of your choice to return the product. Please ensure that the returned merchandise is securely packaged to avoid damage to goods in transit. If found damaged, the goods will not be replaced.

Refunds are only applicable in case the received product has a manufacturing defect and is been confirmed by the brand.

Please note, that processing and closing of an exchange issue may take 10 business days at our end.