

Refund & Cancellation Policy

At **Prakriti Vedras**, customer satisfaction is important to us. Please read our Refund & Cancellation Policy carefully before placing an order.

1. Order Cancellation

- Orders may be cancelled before they are processed or dispatched.
- Once an order has been shipped or dispatched, cancellation may not be possible.
- To request cancellation, please contact our customer support as soon as possible.

2. Refund Policy

- Refunds may be considered only for eligible cases, such as receiving the wrong product, a damaged product, or a defective product.
- Customers must inform us within **24–48 hours of delivery** and provide relevant proof, such as clear photos or videos of the product and packaging.
- Products must be unused, unopened, and in their original packaging to be eligible for a refund or replacement, subject to applicable law.
- Refunds are generally not applicable if a product has been opened or used, except where required under applicable law.

3. Replacement

- If you receive a wrong, damaged, or defective product, we may offer a replacement after verifying your request.
- Replacement is subject to product availability and verification.

4. Non-Refundable Items

Refunds or returns may not be accepted for:

- Opened or used products
- Products damaged due to improper handling after delivery
- Orders with an incorrect address provided by the customer
- Products returned without prior approval

5. Refund Processing

- Approved refunds will be processed through the original payment method or another suitable method, where applicable.
- Processing time may vary depending on the payment provider or bank.

6. Contact Us

For cancellation, refund, or replacement requests, please contact **Prakriti Vedras** through our official customer support channels.

By placing an order, you agree to this Refund & Cancellation Policy.

support@prakritivedras.com