

Refund & Exchange Policy

At **Jamun Designers Collective**, every piece is carefully selected, inspected and packed before being dispatched.

No Returns or Exchanges

All purchases are final. We do not accept returns or exchanges for change of mind, incorrect size selection, colour preference, styling preferences, or any other personal reason.

Please review the product details, measurements, images and descriptions carefully before placing your order.

No Cancellations

Once an order has been placed, it **cannot be cancelled or modified**.

Please ensure that your delivery address, contact details, product selection and size are correct before completing your purchase.

No Refunds

We do not offer refunds for:

- Change of mind
- Incorrect size selection
- Colour or appearance preferences
- Personal styling preferences
- Failure to review product measurements or details before purchase
- Orders that have already been placed and subsequently no longer required

Damaged, Defective or Incorrect Items

If you receive an item that is **damaged, defective, or different from the item you ordered**, please contact us **within 48 hours of delivery**.

As outlined in our Shipping Policy, an **unboxing video is required as proof** when reporting damage or an incorrect item. The video should clearly show the package being opened and the condition of the product immediately upon opening.

Please also provide clear photographs of the package and product.

The item must be **unused, unworn, unwashed and unaltered** while the claim is being reviewed.

Once we have reviewed the claim, we may, where the issue is verified, offer an appropriate resolution such as a **replacement, exchange or refund**, subject to availability and applicable law.

Size & Measurements

We strongly recommend checking the **size guide and product measurements** provided on the product page before purchasing.

As we do not accept returns or exchanges for incorrect size selection, customers are responsible for selecting the appropriate size before placing an order.

Sale & Promotional Items

Unless an item is received damaged, defective or incorrect, **sale, promotional and discounted purchases are also final** and cannot be returned, exchanged or refunded.

Refund Processing

Where a refund is approved, it will be processed to the **original payment method** used for the purchase. Processing times may vary depending on the payment provider or bank.

Contact Us

If you have received a damaged, defective or incorrect item, please contact us through our **Contact Us** page within **48 hours of delivery**, along with the required unboxing video and photographs.

Jamun Designers Collective reserves the right to update this Refund & Exchange Policy from time to time. Any changes will be reflected on this page.