

Safarnama Collections

Policies & Terms and Conditions

1. Terms & Conditions

Welcome to Safarnama Collections! These Terms & Conditions ("Terms") govern your use of our website <https://www.safarnamacollections.com> and the purchase of products listed on it (the "Site"). By accessing the Site, browsing our products, or placing an order, you agree to be bound by these Terms. Please read them carefully before shopping with us.

1.1 Use of the Website

- You must be at least 18 years old, or use the Site under the supervision of a parent/guardian if you are a minor, to place an order.
- You agree to provide accurate, current, and complete information (name, address, contact details) when placing an order.
- You agree not to misuse the Site including hacking, scraping content, uploading harmful code, or using the Site for any unlawful or fraudulent purpose.
- We reserve the right to restrict or terminate access to the Site for any user who violates these Terms.
- All content on the Site is for personal, non-commercial browsing and shopping purposes only, unless otherwise agreed with us in writing.

1.2 Product Information

- We make every effort to ensure that product descriptions, images, fabric details, and colours displayed on the Site are accurate.
- Since our garments are handcrafted and use natural fabrics such as mul cotton, satin, cotton silk, and chiffon, slight variations in colour, print placement, embroidery, and texture may occur between the image and the actual product. This is a natural characteristic of handmade products and not considered a defect.
- Product colours may also appear slightly different due to variations in device screens, brightness, and resolution settings.
- We reserve the right to modify, discontinue, or update any product, design, or collection without prior notice.

1.3 Pricing

- All prices listed on the Site are in Indian Rupees (INR) and are quoted as "Rs. X + GST" unless stated as inclusive of GST at checkout.
- The final price displayed at checkout, inclusive of applicable Goods and Services Tax (GST), will be the total payable amount, excluding any shipping charges (if applicable), which will be shown separately before you confirm your order.
- Prices are subject to change without prior notice. However, the price applicable to an order already placed and confirmed will not change.
- In the rare event of a pricing error on the Site (technical glitch, typographical error, etc.), we reserve the right to cancel the order and issue a full refund.

1.4 Intellectual Property

- All content on the Site including but not limited to the Safarnama Collections name and logo, product designs, photographs, graphics, embroidery patterns, textual content, and website layout is the exclusive property of Safarnama Collections and is protected under applicable copyright, trademark, and intellectual property laws.
- You may not copy, reproduce, republish, distribute, or use any content, images, or designs from the Site for commercial purposes without our prior written consent.
- Any unauthorised use of our intellectual property will be considered infringement, and we reserve the right to take appropriate legal action.

1.5 Order Acceptance & Cancellation

- Placing an order on the Site constitutes an offer to purchase. All orders are subject to acceptance and availability.
- We reserve the right to refuse or cancel any order for reasons including but not limited to: product unavailability/out of stock, errors in product or pricing information, suspected fraudulent or unauthorised transactions, or inability to deliver to the given address.
- If we cancel your order due to a reason attributable to us before production has commenced, the order amount will be refunded as per our Cancellation Policy. Please note that, since all products are handmade and made-to-order, no cash refund is provided at any other stage. In the event an order is found to have been concealed, tampered with, or mishandled on our part, 100% of the order amount will be refunded to the customer.
- All order confirmations are communicated exclusively via email once your order is placed; this email confirms our acceptance of your order along with the estimated delivery date.

1.6 Governing Law

These Terms and any dispute or claim arising out of or in connection with them (including non-contractual disputes) shall be governed by and construed in accordance with the laws of India. Any disputes arising out of the use of the Site or purchase of products shall be subject to the exclusive jurisdiction of the courts located in Bangalore, Karnataka, India.

We reserve the right to update or amend these Terms at any time. Continued use of the Site after changes are posted constitutes your acceptance of the revised Terms.

2. Shipping Policy

At Safarnama Collections, every order is handled with care, given the handcrafted nature of our garments. Please read our shipping policy below.

2.1 Processing Time

- All orders are processed within 10–15 business days from the date of order confirmation, excluding Sundays and public holidays.
- Made-to-order or customised pieces may require additional processing time, which will be communicated to you at the time of order.

2.2 Delivery Timelines

- The estimated delivery date will be communicated to you at the time of order confirmation and may vary depending on prevailing circumstances.
- Delivery dates are estimated based on prevailing circumstances at the time of dispatch and may differ by location and courier serviceability.
- Delivery timelines are estimates and may vary depending on your location and courier serviceability.
- If you want refund then only or else exchange

2.3 Shipping Charges

- A standard shipping fee of Rs. 100 is applicable on all orders, unless a promotional offer specifies free shipping.
- Any applicable shipping charges will be displayed at checkout before you complete your purchase.

2.4 International Shipping

- [If applicable] We currently ship to select international destinations. International shipping charges, customs duties, and taxes (if any) are borne by the customer and are not included in the product price.
- [If not applicable] At this time, we only ship within India. We hope to offer international shipping soon — stay tuned!

2.5 Delays

- During festive seasons, sale periods, or times of high order volume/traffic, processing and delivery may take longer than the estimated timeline.
- Delivery may also be delayed due to unforeseen circumstances such as weather conditions, courier disruptions, strikes, natural calamities, or government restrictions.
- We appreciate your patience during such times and will keep you informed of any significant delays via email.

2.6 Order Confirmation & Tracking

- All order confirmations, including acceptance of your order and estimated delivery date, will be communicated to you exclusively via email.
- Once your order is confirmed, the order confirmation email will mention the estimated delivery date for your order.
- Once your order is dispatched, you will receive a shipping update via email with the courier partner's name and tracking details.
- You can track your order status directly through the courier partner's tracking link/website shared with you.
- For any tracking-related queries, please reach out to us at **(contact us email id)**

3. Exchange Policy (No Returns / No Refunds)

Every product at Safarnama Collections is individually handcrafted and made to order. Because each piece involves manual cutting, tailoring, and embroidery specific to your order, we do not

offer returns or refunds under any circumstances. We only offer an exchange, and only in the situations described below.

3.1 No Refund Policy

- As all orders are placed against handmade, made-to-order products, cancellation of a completed order, return of a delivered product, and refund of the order amount are not available once the product has been delivered.
- The only remedy available to customers post-delivery is an exchange, subject to the eligibility, evidence, and verification requirements set out below.
- No refund will be issued in cash or to the original payment method for delivered products.

3.2 Exchange Window

- You may raise an exchange request strictly within 48 hours of receiving your order.
- Exchange requests raised after 48 hours from the date of delivery will not be accepted under any circumstances, and no exceptions will be entertained.

3.3 Exchange Eligibility

- Exchanges are considered only for genuine size mismatches or a manufacturing/quality defect in the product.
- Exchange is subject to the availability of the required size or an equivalent product of the same value. If the required size/product is unavailable, we will inform the customer of the alternatives available; No refunds will not be provided except where the order is found to have been concealed, tampered with, or mishandled on our part.
- The product must be unused, unwashed, and unworn, with all original tags, labels, and packaging intact.
- Customised or made-to-measure outfits, items marked "final sale"/"non-returnable", and innerwear or hygiene-sensitive products are not eligible for exchange.

3.4 Mandatory Evidence Requirement — Live Camera Capture Only

- To raise any exchange request (whether for size, defect, or damage), the customer must submit clear evidence of the issue in the form of photographs and/or a video of the product.
- Such evidence must be captured live, directly through the device camera at the time of raising the request. Photos or videos that are uploaded from a gallery, downloaded, edited, screenshotted, or sourced from anywhere other than a live, real-time camera capture will not be accepted as valid evidence.
- The evidence must clearly show the product, its tags/packaging, and the specific size or quality issue being reported.
- Requests submitted without valid live-captured evidence will be rejected outright and no further action will be taken on them.

3.5 Grievance Body Review

- All exchange requests, along with the submitted evidence, will be subject to strict scrutiny and review by our internal Grievance Body/Team. The Grievance Body will rigorously

and strictly scrutinise the evidence submitted to verify the genuineness of the issue reported, and requests that do not withstand this strict scrutiny will be rejected.

- The Grievance Body's decision on the validity of the evidence and the eligibility of the exchange request shall be final and binding.
- If the evidence is found to be inconclusive, inconsistent, tampered with, or not genuinely live-captured, the exchange request will be rejected.
- Approved exchange requests will be processed and communicated to the customer via email, along with the next steps (pick-up/drop-off instructions and expected timeline for the replacement).

3.6 Defective or Damaged Products

- If you receive a defective, damaged, or incorrect item, please contact us within 48 hours of delivery, along with a live-captured photo/video of the product and its packaging, as detailed in Section 3.4.
- Upon verification by our Grievance Body, we will offer a free exchange/replacement of the product. As stated above, no refund will be issued in any case.

4. Cancellation Policy

As all products are handmade and made to order, our ability to accommodate cancellations is limited. Please note that, in line with our No Refund Policy (Section 3.1), no monetary refund is provided at any stage including for cancellations.

4.1 When Can You Cancel

- Orders can only be cancelled within 24 hours of placing the order, provided production work on the product has not yet commenced.
- To request a cancellation, please contact our Customer Service team immediately with your order number.

4.2 Cancellation After Dispatch or Once Production Begins

- Once production has commenced on your handmade order, or once the order has been dispatched, the order cannot be cancelled under any circumstances.
- Customised or made-to-measure items cannot be cancelled once production has begun, regardless of the 24-hour window.
- Post-delivery, the only remedy available is an exchange, as detailed in Section 3 (Exchange Policy).

4.3 Process for Cancelled Orders

- For orders successfully cancelled within the eligible window (Section 4.1), the order amount, including any shipping fee charged, will be refunded to the customer. Where an order is found to have been concealed, tampered with, or mishandled on our part, 100% of the order amount will be refunded, regardless of the cancellation window.
- Refunds for a cancelled order will typically be processed within 10–15 business days of the cancellation being confirmed.

5. Size Guide

Kurti Size Chart

Size	Chest (in)	Waist (in)	Hip (in)	Length (in)
S	39	33	39	30
M	41	35	41	30
L	43	37	43	30
XL	45	39	45	30
XXL	47	41	47	30
Free Size	56	50	56	30

Salwar Size Chart

Size	Waist (in)	Length (in)
S	30	45
M	32	45
L	34	45
XL	36	45
XXL	38	45
Free Size	49	45

5.1 How to Measure Yourself

- Bust: Measure around the fullest part of your bust, keeping the measuring tape straight and parallel to the ground.
- Waist: Measure around the narrowest part of your natural waistline, usually just above the navel.
- Hip: Measure around the fullest part of your hips, approximately 8 inches below your waistline.
- Kurti Length: Measure from the highest point of your shoulder straight down to your desired hemline.
- Sleeve Length: Measure from the top of your shoulder to your wrist, or to the desired sleeve ending point (for sleeved styles).

Tip: For the most accurate fit, take measurements over well-fitted innerwear, and use a soft measuring tape without pulling it too tight.

For further assistance with sizing, feel free to contact us at [email] or [+91 no.] before placing your order.

6. Care Instructions

Our collection features delicate, handcrafted fabrics such as mul cotton, satin, cotton silk, chiffon, and hand embroidery. To preserve the beauty and longevity of your garment, please follow these care guidelines:

- Strictly Dry Clean Only, unless otherwise specified on the product's care label.
- Do not machine wash or hand wash, as this may damage delicate embroidery, prints, or fabric texture.
- Steam iron only if required, using a low to medium heat setting. Avoid direct ironing over embroidered or embellished areas.
- Avoid direct exposure to perfumes, deodorants, or harsh chemicals, as they may cause discolouration on delicate fabrics.
- Store garments in a cool, dry place, preferably in a breathable cotton or muslin cover, away from direct sunlight.
- Being handcrafted, natural fabrics and embroidery may show slight variations in colour, texture, or pattern placement this is characteristic of handmade products and adds to each piece's uniqueness, and is not considered a manufacturing defect.

7. Frequently Asked Questions (FAQs)

Q1. How do I choose my size?

Please refer to our detailed Size Guide above, which includes bust, waist, hip, kurti length, and sleeve length measurements along with a guide on how to measure yourself. If you're between sizes or unsure, feel free to contact our team for personalised assistance.

Q2. Do you offer Cash on Delivery (COD)?

No. We currently do not offer Cash on Delivery (COD). Orders can be placed using secure online payment methods only, including UPI, Net Banking, Debit Cards, and Credit Cards.

Q3. How long does shipping take?

Orders are processed within 10–15 business days from order confirmation. The estimated delivery date will be shared with you at the time of order confirmation and may vary depending on your location, courier serviceability, and prevailing circumstances, as detailed in our Shipping Policy.

Q4. Can I exchange my order? Can I get a refund?

Since all our products are handmade and made to order, we do not offer returns or refunds under any circumstances. We only offer an exchange for genuine size or quality concerns, raised strictly within 48 hours of delivery. Exchange requests must include live-captured photo/video evidence (not uploaded from your gallery) and are subject to strict scrutiny, review, and approval by our Grievance Body. Please see Section 3 (Exchange Policy) for full details.

Q5. How do I care for the garments?

Most of our garments are Dry Clean Only, given the delicate fabrics and handcrafted embroidery used. Please refer to our Care Instructions section and the care label on your specific garment for detailed guidance.

Q6. Do you customize sizes?

Yes, we do offer size customisation on select products. Please reach out to our team before placing your order to check customisation availability, timelines, and any additional charges. Kindly note that customised/made-to-measure orders are non-returnable and non-exchangeable.

8. Contact Us

We'd love to hear from you! For any questions, concerns, or assistance with your order, please reach out to us through any of the following channels:

Email:

Phone:

Business Hours: Monday to Saturday, 10:00 AM – 6:00 PM (IST)

Business Address:

GSTIN:

We aim to respond to all customer queries within 24–48 business hours.

9. Disclaimer

- Slight colour variations may occur in the actual product due to differences in device screens, brightness, and display settings used to view images on our Site.
- As our products are handcrafted, minor variations in embroidery, print placement, fabric texture, or finishing may occur between pieces, this is a natural characteristic of handmade products and makes each piece unique rather than identical to the reference image.
- Measurements provided in our Size Guide are approximate. Since our garments involve manual tailoring, slight variations (typically within half an inch to an inch) may occur in the finished product.
- Safarnama Collections reserves the right to amend, update, or modify any of the policies mentioned in this document at any time without prior notice. We recommend checking this page periodically for the latest version.

This document was last updated on 15th July, 2026 and is effective for orders placed on or after this date.