

Return & Refund Policy

We take pride in the quality, craftsmanship, and pure organic fabric of every Sutakriti creation. If you are not completely satisfied with your purchase, we offer a transparent return process within the guidelines below.

Return Eligibility (7-Day Window)

- Returns must be requested within **7 days** of delivery.
- Items must be **unworn, unwashed, undamaged, and unused**, with all original tags, security loops, and packaging completely intact.
- All returns undergo a strict Quality Check (QC) inspection by our team upon arrival at our Kolkata unit. **Sutakriti reserves sole discretion** to determine whether a returned garment meets our eligibility standards for a refund.

No Exchange Policy

- **We do not permit exchanges.** If you need a different size, color, or design, please initiate a return for your original item and place a new order on our website.

Refund Calculations & Deductions

1. **Non-Refundable Fees:** Shipping fees and handling charges are strictly **non-refundable** (including upfront shipping/handling fees paid for partial Cash on Delivery orders).
2. **Orders with Free Shipping (Above ₹5,000):** If you return part or whole of an order that originally qualified for Free Shipping, the applicable express shipping and handling fees for the order will be deducted from your final refund amount if refunded to the original payment source.
3. **100% Store Credit Option (Zero Fee Deduction):**
 - If you choose to receive your refund as **Sutakriti Store Credit**, **NO shipping or handling fees will be deducted** for the return.
 - Store Credit is issued as a digital code valid for **12 months** from the date of issuance and can be redeemed across our entire collection.

Damaged or Defective Items

Every Sutakriti garment undergoes rigorous multi-stage quality checks before dispatch. In the rare event that you receive a damaged or defective item:

- **Unboxing Video Mandatory:** The item will be eligible for a full refund **only if a continuous, unedited 360° unboxing video** (showing the sealed outer courier bag being opened for the first time and clearly highlighting the defect) is provided within **24 hours** of delivery.
- **Inspection & Processing:** The refund will be processed only after the damaged product is received back at our facility and verified by our QC team.
- **Strict Exclusions:** **Without a valid, unedited unboxing video, no returns, exchanges, or refunds will be accepted or entertained for claims regarding damaged or missing items.**