



Sutakriti Clothing,

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[Mon-Sat; 10 am- 6 pm]

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Refund Policy – Sutakriti

At **Sutakriti**, we are committed to offering you premium sustainable clothing with a smooth and transparent shopping experience.

1. Return Window

- Returns are accepted **within 10 days** of delivery.
- Products must be **unused, unwashed, and in original packaging** with all tags intact.

2. Refund Process

- Once we receive and inspect the returned product, your refund will be processed within **7–10 business days**.
- Refunds will be credited to the **original mode of payment** (except COD orders).

3. Cash on Delivery (COD) Orders

- For COD orders, refunds will be issued as **store credit** or **bank transfer** (after confirmation of account details).
- Please note: **Handling fees and shipping charges are non-refundable**.

4. Handling Fees

- A **₹150 handling fee** applies for up to 2 products.
- An additional **₹50 per product** will be charged for each item thereafter.

5. Non-Refundable Items

- Customized or altered garments cannot be returned or refunded.
- Items showing signs of wear, damage, or missing tags will not qualify for refunds.

6. Our Commitment

We stand by our promise of **premium, authentic, and sustainable fashion**. If you face any issues, our **dedicated customer support team** is here to help with quick resolutions.