

Return, Exchange & Refund Policy – Anupam®

At Anupam®, our commitment is to provide you with top-quality products and ensure your satisfaction. This 'return and exchange' policy is tailored to address concerns related to non-customized Anupam products, such as sinks and accessories. Please review the policy details below:

1. Return Eligibility:

Depending on the nature of the issue, we offer two options:

- a. ****Exchange:**** If the product is deemed defective, we will be happy to offer an exchange for the same or a similar non-customized product.
- b. ****Product Repair:**** In cases where the issue can be resolved through repair, we will arrange for the product to be fixed by our skilled technicians.

Refunds for returns will not be provided, as this policy is focused on exchanges or product repairs.

- Products eligible for 'return and exchange' are limited to non-customized items, including sinks and accessories.
- The 'return and exchange/repair' request must be initiated within 7 days of the purchase date.
- The product must be in its original condition, unused, and in its original packaging.
- Proof of purchase, such as the original receipt is required for all returns.

2. Return Process:

- To initiate a 'return and exchange', please contact our Customer Service team at info@anupamkitchen.com. Provide your order number, details of the item to be returned, and the reason for the return.
- Once your request is approved, we will provide you with instructions on how to return the product.
- *All 'returns and exchanges' require a Return Material Authorization (RMA) form. [which will be provided to you once we receive your query].*

3. Exclusions:

- This policy is applicable only to non-customized Anupam products, excluding custom-made or personalised items.
- Exchange requests for used items or products purposefully harmed will be rejected.

4. Shipping Costs:

- Customers are responsible for 'return and exchange' shipping costs for items which will be conveyed once the RMA form is submitted.

5. Refunds:

- Refunds for returns will not be provided, as this policy is focused on exchanges or product repairs.

6. Timelines:

-Exchanges and repairs will be processed normally within 15 business days after the returned item is received and inspected.

7. Contact Information:

- For any questions or concerns regarding our 'return and exchange' policy, please contact our Customer Service team at info@anupamkitchen.com

Any updates to this policy will be reflected on our website. We appreciate your understanding and cooperation.