

Return, Refund & Cancellation Policy

At House of Kaarigar, we take pride in delivering handcrafted products of exceptional quality. Each piece is thoughtfully designed and carefully inspected before dispatch. However, if you are not completely satisfied with your purchase, we are here to assist you with a seamless and transparent process.

1. Returns Policy

We offer a hassle-free return process under specific circumstances to ensure customer satisfaction.

1.1 Eligibility for Returns

You may request a return if the product received is:

- Damaged
- Defective
- Incorrect or Not as Described
- Unsatisfactory due to quality concerns

To be eligible for a return, the following conditions must be met:

- The request must be raised within 7 days of delivery.
- The product must be unused, undamaged, and in its original condition.
- All original packaging, tags, labels, invoices, and accessories must be intact.

The product must not show signs of wear, misuse, or alteration.

1.2 Reporting Damaged or Defective Products

If you receive a damaged or defective product, please notify us within 48 hours of delivery.

To initiate the process, kindly email us at support@houseofkaarigar.com with:

- Your order number
- Clear images of the product
- Photographs of the packaging and shipping label, along with uninterrupted video of unpacking the product.
- A brief description of the issue

Our customer support team will review your request and guide you through the next steps.

1.3 Return Process

To initiate a return:

1. Email us at support@houseofkaarigar.com with your order details.
2. Our customer support team will verify your request.
3. Upon approval, a reverse pickup will be arranged wherever serviceable.
4. If reverse pickup is unavailable, you may be requested to ship the product to us.
5. Once received, the product will undergo a Quality Check (QC).
6. After successful verification, your refund or replacement will be processed.

2. Non-Returnable Items

Returns will not be accepted under the following circumstances:

- The return request is made after the specified timeframe.
- The product has been used, damaged, or altered after delivery.
- Items are returned without original packaging, tags, or invoices.
- Damage occurs due to misuse, mishandling, or improper care.
- Products purchased during clearance or final sale, unless defective.
- Customized or made-to-order products, unless received in a damaged or defective condition.

Note: As of now, House of Kaarigar does not offer products such as gift cards, or vouchers. This policy will be updated if such offerings are introduced in the future.

3. Refund Policy

Once the returned product is received and passes quality inspection, refunds will be processed as follows:

3.1 Refund Methods

A. Prepaid Orders (Credit/Debit Card, UPI, Net Banking, Wallets)

- Refunds will be credited to the original payment method.
- Processing time: 5-7 business days after approval.

B. Prepaid Orders (Credit/Debit Card, UPI, Net Banking, Wallets)

- Refunds will be processed via bank transfer.
- Customers will be required to provide their bank details.
- Processing time: 5-7 business days after approval.

Please note that actual credit timelines may vary depending on your bank or payment provider.

4. Replacement Policy

In cases where a product is damaged, defective, or incorrect, we may offer a replacement instead of a refund, subject to product availability. If a replacement is unavailable, a full refund will be issued.

5. Cancellation Policy

5.1 Order Cancellation by Customer

- Orders may be cancelled within 24 hours of placement or before dispatch, whichever is earlier.
- To cancel your order, please contact us at hello@houseofkaarigar.com with your order details.
- Once dispatched, orders cannot be cancelled and will fall under the Returns Policy.

5.2 Order Cancellation by House of Kaarigar

We reserve the right to cancel orders under circumstances such as:

- Product unavailability
- Payment failure or verification issues
- Incorrect pricing or listing errors
- Suspected fraudulent transactions
- Unserviceable delivery locations

In such cases, a full refund will be processed promptly.

6. Reverse Pickup and Shipping Charges

- Reverse pickup will be arranged free of charge for damaged, defective, or incorrect products.
- For returns due to personal preference (if applicable), shipping charges may be deducted from the refund.
- Original shipping charges, if any, are non-refundable unless the return is due to an error on our part.

7. Quality Assurance

Each House of Kaarigar product undergoes stringent quality checks before dispatch. As our products are handcrafted, slight variations in texture, grain, or finish are natural and are not considered defects but a hallmark of artisanal craftsmanship.

8. Contact Us

For any queries or assistance regarding returns, refunds, or cancellations, please contact us:

Email: hello@houseofkaarigar.com

Our customer support team will be happy to assist you.

9. Last Updated on:

Last Updated Date: 20-06-2026