



## Terms & Conditions

Welcome to Artomaniac Poshak. By accessing or using our website, you agree to the following terms and conditions. Please read them carefully before placing an order.

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### 1. General

- This website is owned and operated by Artomaniac Poshak.
  - We reserve the right to update these terms at any time without notice.
  - Continued use of the website implies your acceptance of the latest terms.
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### 2. Product Information

- All items are handmade and may have slight variations.
  - Colors may vary slightly due to screen/display settings.
  - Accessories shown in images are for display unless mentioned in the product description.
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### 3. Pricing & Payment

- All prices are in INR (₹) and include applicable taxes.
  - Prices may change without prior notice.
  - Payment must be completed online before order confirmation.
  - We accept UPI, Net Banking, Credit/Debit Cards, and other secure online payment methods.
  - Cash on Delivery (COD) is not available.
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### 4. Shipping Policy

At Artomaniac Poshak, we strive to deliver your orders safely and efficiently.

#### Dispatch Timeline

- All confirmed orders are dispatched within 2–3 working days.
- Please note that dispatch timelines may vary slightly during festivals, or unforeseen delays.

## Delivery Timeline

- Delivery typically takes 8–10 business days for major cities and 10–15 business days for remote or rural areas.
- Delivery times are estimates and may vary due to courier delays, weather conditions, or regional disruptions.

## Shipping Guidelines

- Ensure the correct shipping address and phone number are provided.
  - Add nearby landmarks for smooth delivery.
  - Do not accept packages that appear tampered or damaged. If damaged, click photos and contact us immediately on WhatsApp: +91 7977655832.
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## 5. Return Policy

### Conditions:

1. Return requests must be raised within 24 hours of delivery.
  2. Returns are accepted only for damaged or incorrect items (not as described).
  3. Items must be unused, in original condition, and in original packaging.
  4. Proof of purchase is required.
  5. Opening video is mandatory to claim any damage-related return.
  6. No returns accepted for "non-returnable" items (mentioned in product details).
  7. Return pickup is not available — the buyer must courier the item back to us.
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## 6. Refund Policy

1. Refunds are only processed after review and approval of the opening video.
2. Once the returned item is received and inspected, a coupon of the refund value (after deductions) will be issued for future purchases.
3. In special cases (approved by our team), the refund may be processed to the original payment method.
4. Shipping charges are not refundable.

### Refund Deductions (In Case of Free Shipping Orders):

- Order below ₹699 – ₹50 deduction
- ₹700 to ₹1499 – ₹100 deduction

- Above ₹1500 – ₹150 deduction
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## 7. Exchange Policy

- We do not offer exchanges.
  - A coupon of the refund amount (after deductions) will be issued for future purchases.
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## 8. Cancellation Policy

- Orders can be cancelled within 12 hours of placing the order by contacting us via call or WhatsApp.
  - If cancelled after 12 hours (before dispatch), a coupon code will be issued (after applicable deductions).
  - Orders cannot be cancelled once dispatched.
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## 10. Intellectual Property

- All content on this site (images, text, designs) is owned by Artomaniac Poshak.
  - Use or reproduction without permission is prohibited.
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## 11. Contact Us

For order help, returns, or appointments:

 Call/WhatsApp: +91 7977655832

 Email: aartoseller@gmail.com

 Studio Location: Thane, Mumbai

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By placing an order, you agree to these Terms & Conditions.