

RAMOUDHYA®

गंगोत्री धाम का पवित्र गंगाजल

Refund policy

Return and Refund Policy

At www.ramoudhya.com we are committed to satisfying our customers with our products ordered from our website. Our return policy is very simple, flexible and customer friendly. We try to sort out the issues as much as we can; we welcome returns and replacements on the following terms -

- **Wrong Product:** If a wrong product has been dispatched to you and in case that a product does not match the item Order by the Customer (Unboxing Video Required)
- **Manufacturing Defect:** If there is a manufacturing defect on the received product (Video Required)
- **Damaged Condition:** If the product is received in a damaged condition (Unboxing Video Required)

Return Process

A) CANCELLATION

We believe in 100% customer satisfaction. In case you wish to cancel an order due to any reason Please write to us at support@ramoudhya.com, within 12 hours of ordering and we will be happy to assist you. If the order has already been dispatched, order cancellation is not allowed.

B) BREAKAGES

In the case of breakage or any in-transit damage, please send an unboxing video of the product within 12 hours of delivery to our email support@ramoudhya.com and the needful shall be done immediately.

C) WRONG PRODUCT RECEIVED

In the unlikely event that any product you have ordered is different from what you had ordered (unboxing video), you must immediately lodge a complaint with us on Chat support or its email support@ramoudhya.com, You may return the product unused, and in the same (unused) condition as you have received it, in its original packaging

along with original contents (with all accessories) for a refund or an exchange, within 24 hours from the date on which these goods are delivered. Our support shall get in touch with you to explain the return pickup process.

In case of returns excluding the above three reasons we will refund you the amount of the bought product after taking out the freight / Shipping Cost–

- Domestic Shipping (India)- 0-500 gm - Rs. 75/-, 500-999 gm - Rs. 150/--, 1Kg-2KG -Rs. 250/-, 2kg above– Rs 250+Rs 125 per Additional KG.
- International Shipping- Only product Cost will be refunded after deducting shipping cost

In case of any query, you can reach us at support@ramoudhya.com

How long would it take me to receive the refund of the returned product?

After the refund has been initiated as per the Returns Policy, the refund amount is expected to be reflected in the customer account as per the following timelines:

Online Refund – 7 to 10 working days post refund initiation, depending on your bank partner

Please note www.ramoudhya.com _ initiates the refund upon successful return picks up, and after the returned item has reached us and the quality check is successful. Therefore, the refund initiation time may vary by the time taken by the courier partner to deliver the return to a www.ramoudhya.com warehouse. In case of any refund Discrepancies Company may at its sole discretion, request you to share with us a screenshot of your bank statement at support@ramoudhya.com

SINCERELY

TEAM RAMOUDHYA SOLUTION LLP