

Contact us:

- Email: customercare@cravatexbrands.com
- Call: 022 – 66667474
- Registered office:

Cravatex Brands Limited
4th Floor, Sahas Apartments
Twin Tower Lane
Veer Savarkar Marg
Prabhadevi
Mumbai - 400025

Returns:

- The returns and exchange policy allows you to return the item/s purchased on <<website>> within 30 days of receipt of the item/s.
- We request that in the interim period, you do not use the product and preserve the original condition, tags, and packaging in which the item/s were received.
- There are 2 ways to return item/s to us:

Pick up:

- In most locations across India, we offer a free pick-up service. If you wish to avail the free pick-up service, please request the option from our customer care team. Please check the list of
- If you select to schedule a pick-up, please place the product in a packet and the product must be unused, unwashed and all the tags are intact.
- Keep the packet ready and open to expedite the return pickup.

Self-ship:

- You also have to option to ship the product directly to us on our registered office address.
- Please make sure that the returned items are packed securely to prevent any loss or damage during transit.
- For all self-shipped returns, please use a reliable courier service and send us a copy of the tracking receipt on sales@cravatexbrands.com

Our staff will initially examine the product at the time of pickup and a further quality check of the product will be conducted at our Returns Desk.

Once your product has been approved by our quality staff, we will credit refund into the source selected at the time of return initiation.

If the picked up product does not pass the quality check, we shall ship the item/s back to you.

Exchanges:

- If you choose to exchange the item for reason of mismatch of size or receipt of a defective item, you will be provided with a replacement of the item upto the value of the original item/s purchased.
- However all exchanges are subject to stock availability and subject to your address being serviceable for an exchange.
- If you choose to exchange an item, our delivery representative will deliver the new item to you and simultaneously pick up the original item from you.
- If you wish to exchange your item for an alternative product, we suggest that you return it to obtain refund and purchase the new item separately. Please note that the shipping charges paid at the time of ordering the items shall be non-refundable.
- NOTE: NO PRODUCTS SHALL BE ACCEPTED IF THE TAGS ARE MISSING WHILE RETURN OR EXCHANGE OF THE PRODUCTS.

What is the Cancellation Policy?

- You can cancel your order within 24 hours of placing the order.
- Any amount paid will be credited into the same payment mode using which the payment was made.
- We reserve the right to cancel any order without any explanation for doing so, as per the circumstances where the requirement could not be met.
- The company will ensure that any communication of cancellation of an order or any applicable refund will be made in reasonable time.

Shipping Policy

- Depending upon the location, the product is delivered to you in 7-10 workings days of placing the order.
- Free shipping is available on all products.
- The whole order amount including any delivery charges will be refunded if the order is cancelled or lost in transit by us.