

Remypatra Hair ("we" and "us") is the operator of (<https://remypatrahair.com/>) ("Website"). By placing an order through this Website you will be agreeing to the terms below. These are provided to ensure both parties are aware of and agree upon this arrangement to mutually protect and set expectations on our service.

### **1. General**

Subject to stock availability. We try to maintain accurate stock counts on our website but from time-to-time there may be a stock discrepancy and we will not be able to fulfill all your items at time of purchase. In this instance, we will fulfill the available products to you, and contact you about whether you would prefer to await restocking of the backordered item or if you would prefer for us to process a refund. **We even cater custom orders and wholesale orders also.**

### **2. Shipping Costs**

Shipping costs are calculated during checkout based on weight, dimensions and destination of the items in the order. Payment for shipping will be collected at the time of confirming order.

### **3. Returns**

Remypatra Hair will only accept returns for a genuine reason and when a request to return is received by us within 7 days of receipt of item. Items are to be returned to us in original packaging, unused and in resealable condition.

Return shipping will be paid at the customers expense and will be required to arrange their own shipping.

Once returns are received and accepted, refunds will be processed to **store credit for a future purchase**. We will notify you once this has been completed through email.

(Remypatra Hair) will refund the value of the goods returned but will NOT refund the value of any shipping paid.

### **4. Delivery Terms**

#### **4.1 Transit Time Domestically**

In general, domestic shipments are in transit for 2 - 7 days

#### **4.2 Transit time Internationally**

Generally, orders shipped internationally are in transit for 3 - 21 days. This varies greatly depending on our DHL courier partner.

#### **4.3 Dispatch Time**

Orders are usually dispatched within 2-3 business days of payment of order. Our warehouse operates on \_\_\_\_\_ - \_\_\_\_\_ during standard business hours, except on national holidays as per Indian Calendar at which time the warehouse will be closed. In these instances, we take steps to ensure shipment delays will be kept to a minimum.

#### **4.4 Change Of Delivery Address**

For change of delivery address requests, we are able to change the address at any time before the order has been dispatched.

#### **4.5 Items Out Of Stock**

If an item is out of stock, we will wait for the item to be available before dispatching your order. Existing items in the order will be reserved while we await this item.

#### **4.6 Delivery Time Exceeded**

If delivery time has exceeded the forecasted time, please contact us so that we can conduct an investigation.

### **5. Tracking Notifications**

Upon DHL dispatch, customers will receive an email from which they will be notified about the shipment dispatch details.

### **6. Parcels Damaged In Transit**

If you find a parcel is damaged in-transit, if possible, please reject the parcel from the courier and get in touch with our customer service. If the parcel has been delivered without you being present, please contact customer service with next steps.

### **7. Duties & Taxes**

#### **7.1 Sales Tax**

Sales tax has already been applied to the price of the goods as displayed on the website

#### **7.2 Import Duties & Taxes**

Import duties and taxes for international shipments will be pre-paid, without any additional fees to be paid by customer upon arrival in destination country.

### **8. Cancellations**

If you change your mind before you have received your order, we are able to accept cancellations at any time before the order has been dispatched. If an order has already been dispatched, please refer to our **refund, return & cancellation policy**.

### **9. Customer service**

For all customer service enquiries, please email us at \_\_\_\_\_@gmail.com.