BANSIWALA®

RETURN, REPLACEMENT AND REFUND POLICY

Bansiwala Store (Shri Balaji Trading Co.) | Effective Date: 11.08.2026 | Last Updated: 11.08.2026

This Return, Replacement and Refund Policy ("Policy") applies to all eligible Products purchased through the Bansiwala Store platform, operated by **Shri Balaji Trading Co.** ("Company", "we", "us", "our") at Ground Floor, Shop No. 216, Coronation Building, Fatehpuri, Chandni Chowk, Delhi – 110006. This Policy supplements, and should be read together with, Clauses 8 and 9 of our Terms and Conditions, and is framed in compliance with the Consumer Protection Act, 2019 and the Consumer Protection (E-Commerce) Rules, 2020. Nothing in this Policy restricts any statutory right available to you as a consumer.

1. **Return Eligibility Window -** Eligible Products may be returned within 7 (seven) days of the date of delivery, unless a different (shorter or longer) return window is expressly specified on the relevant product page, in which case the product-page terms shall prevail.

2. **Conditions for a Valid Return -** To be eligible for a return, a Product must be:
   a. Unused, unwashed, unworn, and undamaged;
   b. In its original packaging, with all original tags, labels, and seals intact;
   c. Accompanied by the original invoice or Order confirmation; and
   d. Free of any alteration, personalisation, or ritual/religious use.
   e. Video of opening the product in case of receiving damaged or non-selected goods.

3. **Non-Returnable and Non-Refundable Categories -** Owing to the religious, personal-use, hygiene-sensitive, occasion-specific, or perishable nature of certain Products, the following categories are not eligible for return, exchange, or refund, except where the Product is proven to be defective, damaged in transit, or materially different from what was ordered:

   a. **Consecrated, worshipped, or ritually used idols, murtis, and pooja items;**

   b. **Occasion-specific products and festive hampers** once the relevant occasion or date has passed;

   c. **Customised or personalised Products** (e.g., name-engraved Rakhis, made-to-order idols, monogrammed items);

   d. **Perishable items** such as sweets, dry fruits, or flowers included within festival hampers; and

   e. **Items expressly marked "Non-Returnable"** on the relevant product page.

   Bulk, wholesale, or customised Orders confirmed in writing under Clause 9 of our Terms and Conditions (including personalised Rakhis and made-to-order idols for corporates or events) are strictly non-cancellable and non-returnable once confirmed, save for manufacturing defects.

4. **Damaged, Defective, or Incorrect Products -** If you receive a Product that is damaged, defective, or materially different from what was ordered, please report the issue to our customer support, together with clear photographic and video evidence, within 48 (forty-eight) hours of delivery. Upon verification, we will offer, at your option, a free replacement or a full refund, including of any shipping charges paid.

5. How to Initiate a Return

a. **Step 1:** Contact our customer support at **bansiwala.in@gmail.com** or WhatsApp **+91-7011767192** within the applicable return window, quoting your Order ID and reason for return.

b. **Step 2:** Our team will review your request against the eligibility criteria in this Policy and confirm, by email or WhatsApp, whether the return is approved and provide return instructions.

c. **Step 3:** Pack the Product securely in its original packaging along with the invoice, and hand it over to the courier partner designated by us, or self-ship as instructed.

d. **Step 4:** The returned Product will undergo a quality check upon receipt at our facility before the return is approved for refund or replacement.

6. Return Shipping Charges

a. **Company-borne:** Where the return arises from a defective, damaged, or incorrectly shipped Product, we shall bear the cost of return shipping.

b. **Customer-borne:** In all other cases where a return is permitted for the relevant Product (e.g., change of mind), the cost of return shipping shall be borne by the customer and may be deducted from the refund amount.

7. Refund Process and Timelines

Scenario	Timeline
Failed / duplicate payment (amount debited / Order not confirmed)	Refunded to original payment source within 5–7 business days, as per the payment gateway/bank's timelines

Scenario	Timeline
Approved return (Product passes quality check)	Refund processed within 5–7 business days of the Product passing quality check
Order cancelled before dispatch	Full refund processed within 5–7 business days
Product unavailable after Order Confirmation	Full refund, or a suitable alternative Product offered with your consent

Mode of Refund: Approved refunds are credited to the original payment method used for the Order. Where the Order was placed using Cash on Delivery ("COD"), the refund shall be issued as store credit.

8. **Cancellations -** You may cancel an Order free of charge at any time before it has been dispatched, by contacting our customer support. Once an Order has been dispatched, it can no longer be cancelled outright and shall instead be governed by the return provisions of this Policy. Bulk and customised Orders confirmed in writing are non-cancellable once confirmed, save for manufacturing defects, as set out in Clause 3 above.

9. **Exchanges -** Where offered on the relevant product page, exchanges (for a different size, design, or variant) are subject to stock availability and the same eligibility conditions applicable to returns under this Policy. Where an exchange is not feasible due to unavailability of stock, we will process a refund instead.

10. **Undelivered and Refused Deliveries -** If you are unavailable to accept delivery, or refuse delivery without valid cause, additional re-shipping or return-freight

charges reasonably incurred by us may be deducted from any refund otherwise payable.

11. **Your Statutory Rights -** Nothing in this Policy restricts, limits, or waives any statutory right available to you as a "consumer" under the Consumer Protection Act, 2019, including the right to file a complaint before the District, State, or National Consumer Disputes Redressal Commission having jurisdiction over your place of residence, in respect of defective, deficient, or unfair trade practices relating to any Product or service.

12. **Contact and Grievance Redressal -** For any query, complaint, or grievance relating to a return, replacement, or refund, please contact:
    a. **Grievance Officer:** Mr. Ravi Aggarwal
    b. **Entity:** Shri Balaji Trading Co., trading as "Bansiwala Store" / "Bansiwala"
    c. **Registered Address:** Ground Floor, Shop No. 216, Coronation Building, Fatehpuri, Chandni Chowk, Delhi – 110006, India
    d. **Email:** bansiwala.in@gmail.com
    e. **Customer Support / WhatsApp:** +91-7011767192
    f. **Acknowledgement:** within 48 (forty-eight) hours of receipt
    g. **Resolution:** as far as possible, within 30 (thirty) days, in accordance with the Consumer Protection (E-Commerce) Rules, 2020

13. **Changes to this Policy -** We reserve the right to modify, amend, or update this Policy at any time, at our sole discretion. The updated Policy shall be published on this page and shall become effective immediately upon posting. Your continued

use of the Platform, or placement of an Order, following such change constitutes your acceptance of the revised Policy.

14. **Governing Law and Jurisdiction -** This Policy shall be governed by the laws of India. Subject to your statutory consumer-forum rights described above, the courts at Delhi, India shall have exclusive jurisdiction over any dispute arising out of or in connection with this Policy.

15. **Severability -** If any provision of this Policy is held to be invalid, illegal, or unenforceable by a court or authority of competent jurisdiction, such provision shall be severed and the remaining provisions shall continue in full force and effect.

— End of Return, Replacement and Refund Policy —