

Returns - Refunds - Replacements & Cancellations

Domestic Orders

We offer a no hassles return policy, to take care of the following conditions: If the delivered goods are damaged or if you receive an incorrect product, you can choose from the following alternatives:

Option 1: Exchange the goods for another product. If the selected product is of higher value, you have to pay the difference amount & if it is of lower value, we will refund the difference amount.

Option 2: Full refund for the product price & courier charges.

If you are not satisfied with the purchase for any other reason, we provide the following options:

Option 1: Select any other product of equivalent value

Option 2: Full refund (less courier charges) upon receipt of the product in good condition.

Here, we have tried to answer few common question regarding return/replacement/refund requests. Please read through these:

What is the 15 Day Refund/Replacement Guarantee?

All products sold at Prabhu Dindayalstores.org are covered under our 15 Day Refund/Replacement Guarantee. To be eligible for a return, the purchased product must be unused, and in the same condition that it was received in.

Care should have been taken to fold the fabric in the manner it was received, and it should be in the packed safely to prevent any damage in transit and sent back through a reputable courier service. The refund will be processed with 7 days of receiving the product in good condition, and subject to Return & Refund conditions being fulfilled by the customer.

You can opt for refund into the originating back account/ card account through which the payment was made, or else opt for a gift card/ coupon of equivalent value. For CoD payments, you can opt to get NEFT transfer into the bank account specified by you.

In order to get a defective/unused item replaced :

Contact Customer Care via the Contact us or drop a mail at prabhudindayal45@gmail.com or call us on +91 7878421520, within 15 days from the date of delivery, and our customer support team will call you to resolve the issue and explain the next steps.

The defective/unused product will have to be shipped within 15 days of receipt to the below address:

Return Delivery Address:

PRABHU DINDAYAL STORES

C 2/43, Chitrakoot Yojana, Vaishali Nagar, Jaipur, Rajasthan, 302021

CONTACT : +91 7878421520

How to cancel your order on Prabhu Dindayal

Any cancellation that happens before the order is shipped, we will refund the entire amount within 7 days of cancellation (unless you have opted for COD, in which case the order would simply be cancelled).

If the cancelled product order has been shipped, kindly inform us and courier the product back to us in original packaging (unopened) and we will refund the entire amount within 7 days of receiving the product.

In case the product has been dispatched and you cannot cancel the order, please write to prabhudindayal45@gmail.com or call Customer Support at +91 7878421520, we will resolve your issue expeditiously.

International Orders

If unfortunately you have to cancel an order, please do so before your order is shipped. If cancellation is done for your order before your product has been shipped, the entire amount would be refunded to you.

Incase you wish to return the products , the shipping , or any other additional charges would have to be borne by the customer. Once we have received the products a quality check would be done at Prabhu Dindayal Stores and any damage cost has to be borne by the customer. Please make sure that the original product and packing is intact when you courier it back to us

The amount refunded to you would be only for the products. Shipping charges are non refundable

If you receive any defective product, do contact us immediately by mailing us at prabhudindayal45@gmail.com with your Order ID and send us a snapshot of the defect. The amount would be refunded for the product with the defect.

There is no cash on delivery available for international customers. So they always have to make an online payment to buy a product.

We do not have an exchange policy for international customers .