

# Shipping Policy

## Billing

Our billing related information are described with the respective product. Changes to the Billing information are effective after Goree Cosmetic posts the same on the Site. However, Goree Cosmetic may choose to temporarily change the Billing Policy for Goree Cosmetic's services for promotional events; such changes are effective when Goree Cosmetic posts the temporary promotional event on the Site. Unless otherwise stated, all billing is quoted in Indian Rupees (INR). All billing is subject to applicable taxes in accordance with law.

## Buying

By purchasing an item you agree to be bound by the conditions of sale included in the item's description provided that those conditions of sale are not in breach of this User Agreement or otherwise unlawful. Goree Cosmetic is not responsible for the side effects one might

endure by the use of the products sold at Goree Cosmetic.

## **Cancellation by Goree Cosmetics**

Such situations are avoided but if raised please note that there may be certain orders that we are unable to accept and must cancel.

We reserve the right, at our sole discretion, to refuse or cancel any order for any reason. Some situations that may result in your order being cancelled include limitations on quantities available for purchase, inaccuracies or errors in product or pricing information, or problems identified by our credit and fraud avoidance department.

We may also require additional verifications or information before accepting any order. We will contact you if all or any portion of your order is cancelled or if additional information is required to accept your order. If your order is cancelled after your credit card has been charged, the said amount will be reversed back in your Card Account. Within 7 Working days

## **Can You cancel the Order?**

The customer can only cancel the order within 12 hours of placing the order. No cancellations will be processed after 12 hours. Once you request the cancellation of item(s) in your order, it will take us a maximum of 4 business days to cancel the order and initiate a refund as per refund policy. You will be notified of the same.

## **Can You change shipping address after placing an order?**

Please be advised that your shipping address cannot be revised after the order has been placed successfully.

## **Shipping Policy**

### **What are the delivery charges?**

Goree Cosmetics provides free delivery for all items pan India. Shipping charges are applicable on international shipping orders and the same shall be confirmed prior to confirmation of such order.

(Delivery Charges can be changed by Goree Cosmetics )

### **What is the estimated delivery time?**

If the item is in stock, it will be delivered in 12-15 days from the order date. While most items are delivered in 12-15 days, there are a few products that may be delivered in 18-20 days. The accurate delivery time is mentioned on the respective page. For product, please select the Product and the current delivery estimate will be displayed below the availability message.

### **How will the delivery be done?**

We send all packages via our delivery partner Shiprocket

### **How do You track my shipment?**

We notify our customers via a shipment confirmation email within 24 hours of dispatching the product(s). This shipping confirmation email will have the couriers' tracking number and the link for tracking the product.

### **Customer not available at time of delivery.**

If the courier / shipping company has made 3 attempts to deliver your package and you

were not available to accept/receive the package, then the courier / shipping company will abandon or destroy the shipment at their destination. However we recommend you to contact the local courier office along with your tracking number for an alternate delivery instruction. Please be aware that once the courier company destroys or abandons your shipment, we will not be responsible for not fulfilling the order.

If you wish to avail refund in such a case, we will refund only after we receive the returned shipment package and subsequently a deduction of two way return shipping charges will be applied.

### **Return policy.**

we don't provide refunds or cancelation on products once it has been ordered, Refund will only be applicable if the delivered product is been damaged by going to following criteria  
Photo of damaged product should be submitted to us so we can do investigation

And refund shall be made within minimum of 7 Working days

## **What we do about mispricing**

Despite our best efforts, a small number of the many thousands of items in our catalogue are mispriced. However, we verify prices as part of our dispatch procedures. If an item's correct price is lower than our stated price, we charge the lower amount and send you the item. If a product's correct price is higher than our stated price, we will cancel your order and notify you of that cancellation.

## **Cancellation of Fraudulent/Loss to business Orders**

To provide a safe and secure shopping experience, we regularly monitor transactions for fraudulent activity. In the event of detecting any suspicious activity, Goree Cosmetics reserves the right to cancel all past, pending and future orders without any liability.

Goree Cosmetic also reserves the right to refuse or cancel orders in scenarios like inaccuracies in pricing of product on website and stock unavailability.

We may also require additional verifications or information before accepting any order. We will contact you if all or any portion of your order is cancelled or if additional information is required to accept your order. If your order is cancelled after your card has been charged, the said amount will be reversed to your Card Account. Any promotional voucher used for the cancelled orders may not be refunded.

The customer may be considered fraudulent if any of the following scenarios are met:

Customer doesn't reply to the payment verification mail sent by Goree Cosmetic

Customer fails to produce adequate documents during the payment details verification

Misuse of another customer's phone/email

Customer uses invalid email and phone no.

Overuse of a voucher code

Customer returns the wrong product

Customer refuses to pay for an order

Customer is involved in the snatch and run for any order.

## **Damage**

We try our best to deliver 100% good quality products, but unfortunately it may happen sometimes product is delivered damaged. In such case we require a video while unboxing the product to be sent to us within 24 hours from the time of delivery. Without photos sent in given time we will not be able to process replacement. Upon receiving the photo, our team will review the damage. If the damage is approved and a complaint is registered, we request you to kindly send the product back to us. If a replacement is in stock with us, we will reship the same to you. In case it is not available, you can request for a refund or a coupon for future purchases. But the final decision will be taken by Goree Cosmetic about refund. Investigation may take 3-4 days