

STORE POLICY

Shipping Policy

Within India, we take 7-10 working days to deliver the product. There will be a maximum of three attempts made to deliver the order. In case the customer is not reachable or does not accept the delivery of the product, Katha reserves the right to cancel the order.

Price of the product as displayed on the website is exclusive of delivery/shipping charges. For delivery outside of India, we take 10-15 working days to deliver the product.

Return and exchange policy

We do not refund money/amount paid by the customer. An exchange will be considered only if the product is damaged during the shipment of the product to the customer.

All returns should be initiated within 15 days of order delivery along with the tags.

Products purchased during a "sale" or an exhibition will not be exchanged at any given point.

Pricing policy and taxes

- On global platforms, prices are displayed in dollars. On Indian online platforms, prices are displayed rupees.
- Prices of the products may change as per Katha's discretion.
- Prices may change when the stocks are replenished.
- GST (Goods and services tax) is tax which is consumption based and is levied by the state government on the ultimate consumer or shopper.
- Prices visible on the website are inclusive of GST.

Privacy Policy

We at Katha are very mindful and take the privacy of our customers seriously.

Information that's provided to Katha - We receive and store any information the customer knowingly provide to us. For example, we collect Personal Information such as your name, username, phone number, credit card and other billing information, email address, shipping address, and your friends' email addresses (which we will only use in order to invite them to use the Service), and your third-party account credentials (for example, your log-in credentials for Facebook). We may also collect information you supply to us regarding your personal preferences and interests. If you access the Service through Facebook Connect , you understand that some content and/or information in your Facebook account ("Third Party Account Information") may be transmitted into your account with us if you authorize such transmissions, and that Third Party Account Information transmitted to our Services is covered by this Privacy Policy. You can choose not to provide us with any or all of the information we specify or request, but then you may not be able to register with us or to take advantage of some or all of our features.

All of the above information collected is completely secure. This information is not circulated or sold. It is primarily used only for the dispatch of goods.

E-mail and Other Communications:

We may contact you, by email or other means. For example, we may send you promotional offers or communicate with you about your use of the Website. Also, we may receive a confirmation when you open an email from us. If you do not want to receive email or other mail from us, please indicate your preference by changing your account settings accordingly.

Additional information and FAQs

1. Can exactness of the product be guaranteed? Additional information about images and representation.

No. Exactness may not be guaranteed. Changes may be possible in terms of colour and finish. Actual product may differ from the image. Product images are indicative in nature. Refer to the product specification for understanding product details.

2. How is my order confirmed?

After all orders are made, an email will be received by the customer containing the summary of the order. This will act as the proof of transaction.

3. How is a return to be undertaken?

To return a product, the customer may simply write to us with the order number and explain the problem. A reverse pick up of the order will be arranged accordingly.

4. Is my personal information secure?

Yes, all information with Kartha is secure.

5. How can payments be made?

Payments can be made through the following channels – Mastercard, Visa credit, debit and credit cards, Paypal and Net banking.

6. Can orders be cancelled?

Orders can be cancelled within 24 hours of placing the order by sending an email or via call. Order ID/ Invoice number has to be mentioned.

7. Can shipping address be changed?

Shipping address can be changed only before the order is billed.

DISCLAIMER:

Katha's products are meant for regular usage. Products are not meant for the purpose of trekking, sports, or any other vigorous activity.

WHOLESALE POLICY:

For bulk or wholesale orders, please email us with your requirement at info@katha.org. Make sure to mention the sizes and designs you are interested in.