

## Cancellations & Return

### Cancelling an Order or Part of an Order

#### Time Frame

If you change your mind after placing an order, you can cancel the order (or part of the order) within 24 hours from the order confirmation date, or before it is shipped, whichever is earlier.

#### Fee

A cancellation fee of 2.5% will be applied on the amount paid by you while processing the refund. Any cashback earned on the order prior to the cancellation will be deducted from Heritage Arts credits. If the same cashback has been used completely or partially to place another order, the cashback amount will be deducted from the refund amount of the cancelled product.

### How to Initiate a Cancellation Request?

Please go through our Refund Policy to understand the refund process and timelines.

### Returning an Item

#### Time Frame

You can return an Item within 07 (Seven) days of the item being delivered to you. Return requests are not accepted after 07 (seven) days from the date of delivery.

### What's eligible for Return or Replacement?

**Defective** - If the item delivered to you is defective. A defect is the unfortunate result of a flaw in manufacturing, which hinders the intended use of the product (e.g. imbalance, wooden joints opening, etc). Please note that natural characteristics of the material used, like appearance or texture (especially for solid wood products) are not defects.

**Difference** - If the item delivered to you is different (in dimension, shape, or color) from the item image on our website.

**Not Functional** - If the product delivered to you is dead on arrival, this could occur in items with batteries or requiring electrical sources (appliances, clocks, lights or bulbs). Please note that only replacements shall be offered.

## What's NOT eligible for Return or Replacement?

**Damaged or Missing** - For any concerns regarding damage, incomplete products, or missing components, such claims are to be highlighted during the time of delivery or assembly (whichever is applicable). Please understand that once the delivery/assembly is completed, we may not be able to accept return requests.

**Installation Issues** - Wall mounting installation services are not offered by Heritage Arts.com and therefore, return requests because of the customer's inability to get the product wall-mounted will not be processed.

**Relocation** - After an item has been delivered to you in perfect condition, in the event of the subsequent dismantling of the item for relocation, reassembly, etc, please note that Heritage Arts will not be responsible for any damage to the product.

## How to Initiate a Return Request?

### Click Product Images

To raise a return request, you should click 2-3 clear photographs of the item in question. Below are the guidelines to follow while taking the photographs.

1-2 images should clearly show the entire product and 1-2 images zoomed-in on the damaged/defective area such that the relevant concern is visible.

The image file size should not exceed 5 MB

### Raise A Return Request

Write your comments in the dialog box provided and submit the request

### Evaluate and Pick-Up

Once we receive the images, Heritage Arts Resolution team will connect with you within 24 hours.

The return requests are evaluated by the Heritage Arts Resolution team in consultation with the merchant and a technician visit may be scheduled (if required). Please note that the resolution will be provided basis the technician's evaluation report.

Return pick-up of product will be scheduled basis the evaluation of the technician and your subsequent interaction with our Customer Support representative.

Please retain the original packaging of the product, along with user manual, warranty slip and other accessories to ensure a successful pick-up.

A product scheduled for return pick-up will be picked up by the logistic partner of the Brand/Merchant from the original shipping address of the order, within 72 hours of initiation of the return pick-up request.