

Refund

Refund Process

Mode Of Refund Payment

Once the item is cancelled, the refund is processed after the product has been picked up from the delivery location.

You can choose to get your refund either in the original mode of payment (Credit Card, Debit Card, Net Banking, Digital Wallets or UPI Account) or to your Heritage Arts Wallet.

If you have availed EMI option – in case of full refund the amount is credited to your original mode of payment. However, in case of partial refunds, the refund is initiated through NEFT transaction to your bank account so that the remaining EMI is not lapsed*.

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.

*There can be variations depending on the T&Cs of the financial service provider and time at which return is sought.

Refund Timelines

Heritage Arts Wallet - Within 24 Hours

The fastest way to get refunds is into your Heritage Arts Wallet. You can use 100% of refund credits in your Heritage Arts Wallet for your next purchase. The Heritage Arts Refund credits are valid for 3 years and are non-transferrable.

Original Mode Of Payment

Once the refund is initiated, the refund amount gets credited to your selected mode of payment in 7-10 business days. The refund timeline for various modes is provided below.

- Credit Card/Debit Card/Net Banking/UPI Account - 4-5 Business Days
- Offline (NEFT) - 7-10 Business Days
- Heritage Arts Wallet (Refund Credits) - Within 24 Hours

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