

POLICY SUITE

(Privacy Policy, Payment Policy, Return & Exchange Policy, Shipping & Delivery Policy)

Effective Date: 19-10-2025

At **DIIPAM**, we craft more than candles — we create moments of luxury, serenity, and timeless elegance. To maintain trust, clarity, and a seamless customer experience, we present our integrated **Policy Suite**.

1. PRIVACY POLICY

Your privacy is our priority. At DIIPAM, we are committed to protecting your personal information in compliance with applicable laws of India.

Information We Collect

- Personal details: name, email, phone, billing & shipping address, payment details.
- Purchase history, preferences, and interactions with our website.
- Device and browsing information (IP address, cookies, browser type).

Use of Information

- To process and deliver orders.
- To provide customer support.
- To share updates, offers, and product launches (with consent).
- To enhance our website and services.

Data Security

- Payments processed via **Razorpay** with encrypted security.
- DIIPAM does not store card or payment details.

Sharing of Data

- Limited sharing with **Razorpay** (payments) and **DTDC** (shipping).
- Legal disclosures may occur if required.

Your Rights

- Access, update, or request deletion of personal data.
- Opt out of marketing at any time.

Contact Us

- For privacy-related concerns, please contact us at:
Email ID : support@diipam.com
Contact No : +91-8431117340

2. PAYMENT POLICY

Every DIIPAM transaction is designed to be smooth, secure, and reliable.

Accepted Payment Methods

Through **Razorpay**, we accept:

- Credit Cards (Visa, MasterCard, AmEx, RuPay)
- Debit Cards (all major banks)
- Net Banking
- UPI
- Wallets (PhonePe, Paytm, Amazon Pay, etc.)
- Pay Later (where applicable)
- No-Cost EMI with participating banks

All transactions are in INR (₹).

Prepaid Orders

- Preferred mode of payment.
- Orders confirmed only upon successful payment.

Cash on Delivery (COD)

- Not standard for DIIPAM.
- Where available, an additional **₹150 luxury convenience fee** applies.
- Subject to serviceability and DIIPAM's discretion.

Refunds & Transaction Failures

- DIIPAM maintains a **No Refund Policy**.
- Failed payments with successful debit are auto-reversed by Razorpay/banks within **7-10 working days**.

Contact Us

- For any payment-related queries, please reach out to us at:

Email ID : support@diipam.com

Contact No : +91-8431117340

3. RETURN & EXCHANGE POLICY

Each DIIPAM candle is handcrafted with care. To maintain quality and fairness, we follow a strict no-refund policy, with controlled exchanges allowed under specific conditions.

General Conditions

- **Refunds are not available.**
- **Exchanges** permitted only as per below.

Exchange Scenarios

1. Fragrance Preference

- No refunds/returns for disliking fragrance.
- Exchange possible for same/different fragrance if:
 - Product is unused, undamaged, in original packaging.
 - Customer provides clear images & video proof before return.
 - Return shipping cost borne by customer.
- DIIPAM inspects before approving exchange.

2. Damaged/Defective Products

- Only applies for **cracked glass jars**.
- Customer must provide **mandatory unboxing video** at delivery time.
- Claims without video cannot be accepted.

Return Shipping Costs

- Customer bears return shipping cost.
- DIIPAM covers replacement shipping (one-time only, after approval).

4. SHIPPING & DELIVERY POLICY

We ensure every DIIPAM order is handled with care and delivered swiftly through our official partner **DTDC**.

Delivery Timelines

- **Bangalore (Local):** 1–2 business days
- **Tier 1 Cities:** 1–3 business days
- **Tier 2 Cities:** 1–5 business days
- **Tier 3 Cities & Remote Areas:** 1–7 business days

We prioritize every order for the fastest possible delivery Pan India.

Customer Cooperation

- Track your shipment with the **AWB number** provided.
- Respond promptly to DTDC calls/messages during delivery.
- Rescheduling missed deliveries is the customer's responsibility.

Delays & Exceptions

- External delays may occur due to weather, natural calamities, or DTDC operational issues.
- DIIPAM is not directly liable for such delays, but we will proactively assist until delivery is completed.
- Customers may notify us via email/WhatsApp for added support.
- In rare cases, an additional **5–7 working days buffer** may apply.

Contact Us

For any queries regarding privacy, payments, returns, or shipping:

Email ID : support@diipam.com

Contact No : +91-8431117340
