

# **RETURN & REFUND POLICY**

**Return and Refund Policy for DIIPAM, a trade name of Sri GuruVijeta Infinite LLP**

**Effective Date:** 19-10-2025

At **DIIPAM**, every candle is handcrafted with care to bring you a luxurious experience. Our quality checks ensure products reach you in perfect condition. Since fragrance is a personal choice and each candle is individually crafted, we maintain a **strict no-refund and no-return policy**.

## **GENERAL CONDITIONS:**

- Refunds and Returns are not available under any circumstances.
- Exchange is available only under the conditions listed below.

## **EXCHANGE & RETURN ELIGIBILITY:**

### **1. Fragrance Preference:**

- Products cannot be returned, refunded or exchanged if the customer does not like the fragrance.

### **2. Damaged or Defective Products:**

- Exchange is only available for damaged product (hereby referring only to broken glass container during transit) to the same fragrance as ordered.
- Customers must provide a mandatory unboxing video that has to be shot at the time of unboxing as proof to stand by it.
- Without an unboxing video, exchange claims for damage will not be accepted.

### **3. Shipping Costs:**

- Return pickup and shipping to be borne entirely by the customer.
- DIIPAM will ship the exchanged product after successful inspection at no additional cost (one-time only).

## **PROCESS FOR EXCHANGE:**

- Contact our support team at [support@diipam.com](mailto:support@diipam.com) within 24 hours of delivery.
- Provide mandatory unboxing video (mandatory unboxing video that has to be shot at the time of unboxing as proof) for the damaged product (hereby referring only to broken glass container during transit).
- Ship the product back securely to our warehouse at your cost.
- After inspection and approval, DIIPAM will dispatch the replacement at the earliest on priority.

## **CONTACT US**

For Refund, Return and Exchange concerns, please contact us at:

Email ID : [support@diipam.com](mailto:support@diipam.com)

Contact No: +91-8431117340