

Cancellation & Refund Policy

Effective Date: June 5, 2026

1. The Pre-Booking Batch Model

Rudraksha beads are sold via a strict pre-booking framework, capped at 16 orders per 3-month cycle. Your payment reserves a slot for custom selection.

- Cycle A: Jan–Mar orders (Dispatched in April)
- Cycle B: May–Jul orders (Dispatched in August)
- Cycle C: Sep–Nov orders (Dispatched in December)

2. Cancellation Policy

We provide a **strict 24-hour cancellation window** from the time of purchase.

To cancel, you must email saravananwisdom.media@gmail.com within 24 hours of payment. Valid requests receive a 100% refund within 7–10 business days. After 24 hours, orders are non-cancellable and non-refundable.

3. Returns and Replacements

We do not accept returns based on personal preference, color, texture, or size. Replacements are only considered for:

- Items damaged in transit (crushed, broken).
- Incorrect product received.

4. Mandatory Unboxing Video

To qualify for a claim regarding transit damage or errors, you **must** provide a clear, unedited, continuous unboxing video. The video must show the parcel from the

moment before it is unsealed, including the shipping label and packaging. Claims must be submitted within 48 hours of delivery.

| 5. Return to Origin (RTO)

If a package is returned to us due to unreachable status or refused delivery, you have 7 calendar days to arrange re-shipping. Failure to do so results in automatic cancellation with a **20% restocking fee** deducted from your refund.

| 6. Contact Information

For all inquiries or claim submissions, please reach out to our official channel:

Email: saravananwisdom.media@gmail.com