

## Terms and Conditions

# Delivery Policy

Free Home Delivery, Cash on Delivery Policy

We currently accept orders from and deliver to all over INDIA...

### Delivery Charges:

The delivery charges at richindians.in are set as per the below slab:

- For purchases of Rs.5000 and above, delivery charge = Free of cost
- For purchases below Rs.3000, delivery charge = Rs.75
- For purchases below Rs.2000, delivery charge = Rs.50
- For purchases below Rs.1000, delivery charge = Rs.25

### What is the estimated delivery time?

At richindians.in you get to choose the delivery time. After Checking out, you will be given the option of choosing from delivery time:

10:00am to 5:00pm

Your order will be at your doorstep, during the delivery time you have selected. If in any case your order has not reached your address during the selected delivery time, we shall credit a value of 10% of your order back to your richindians.in account. This is our delivery assurance.

### DELIVERY AND PAYMENT OPTIONS:

As of now, richindians.in offers two modes of receiving your order:

1. Cash on delivery option: your shopping order is brought to your delivery address and you pay for it after you receive the delivery.
2. Pick up at store: Currently, we have each and every offline store in every Village, so if you feel it's comfortable for you to pick your order at our store, choose that option while checking out of richindians.in and your order will wait for you at our store.

### Cash On Delivery Policy

The richindians.in online store provides shoppers with the option to pay Cash on Delivery (COD) selected products only.

1. When you place an order on the richindians.in online store website and enter your address during checkout, the COD payment feature is activated and is highlighted in payment options.
2. After your order is placed, a customer service representative will call you within the next 24-48 hours to confirm your order.
1. Your order will be processed after you confirm the same and you will receive an order number for reference.
2. At the time of delivery, you can choose to pay cash / card / coupons to the delivery person to get your order.

# Return Policy

### Our Return Policy

As of now, all deliveries are directly undertaken by Franchisee Everything, the offline entity of richindians.in. All orders are carried out by trained customer service representatives of Franchisee Everything, and not contracted to any logistics partner or any other third party. This is to ensure that we get to personally interact with our customers, thus ensuring the best customer service experience. We have a very customer friendly Return Policy as well.

Since our representative will be delivering your order to your address, you can verify the goods as soon as it arrives at your doorstep and return any item that you feel is inappropriate.

Returns will be considered depending on the two factors:

1. If the item delivered was not the item mentioned in the order invoice you had confirmed.
2. If the item delivered is broken / damaged / spoilt / leaking / expired.

We make sure we bring only the best available goods to your doorstep. Richindians.in does everything it can to offer you defect-free shopping items.

If a case arises to cancel your order, please get in touch with our customer care executive by sending an email to [service@richindians.in](mailto:service@richindians.in). Please remember to provide your order number.

The richindians.in has complete right to decide whether an order has been processed or not.

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