

Things Etc Friendly Returns policy

At **Things Etc** we understand how much you value your every purchase. We offer you complete peace of mind while ordering at Things Etc- you can return all items within 7 days of receipt of goods.

For products shipped by us

Should you wish to return a product, we will gladly accept the return of packages within **seven (07) days** from the receipt of the product. We are happy to initiate a return after deduction of courier charges or any charges that have been processed, provided the products are returned unused, with the original tag, in the same condition as you have received it, in its original box and packaging.

For products that are not yet shipped

You may *cancel an order within 24 hours of your purchase*. You can cancel your order by writing to us at **becreative@thingsetc.in**. Once we receive a cancellation notice and if the order has not been packaged / shipped by us, we shall cancel the order and refund the entire amount. For orders already shipped the policy stated above will be applied.

For products damaged in transit

We take utmost care in packaging and shipping the product but some items may be damaged during transit due to circumstances beyond our control. In case you find the product has been damaged in transit, we urge you to not accept the product and send it back. Just drop us an email at becreative@thingsetc.in and we will send a replacement product right away with no additional cost.

We are committed to making your shopping experience with us as delightful as possible.

Therefore, in the rare event that you are not fully satisfied with what you ordered, just return it to us. Please call our customer care at **+91 7900005649** or email us becreative@thingsetc.in mentioning your Order ID. We assure you that all products sold on Things Etc are brand new and 100% genuine and in case the product you received is 'Damaged', 'Defective', our Friendly Returns policy has got you covered.

Refunds will be made in the same form that the payment is received within 15 working days from the date of cancellation of order.