

Return & Refund Policy



Definitions and key terms

To help explain things as clearly as possible in this Return & Refund Policy, every time any of these terms are referenced, are strictly defined as:

Company: when this policy mentions “Company,” “we,” “us,” or “our,” it refers to Shrangeh, that is responsible for your information under this Return & Refund Policy.

Customer: refers to the company, organization or person that signs up to use the Shrangeh Service to manage the relationships with your consumers or service users.

Device: any internet connected device such as a phone, tablet, computer or any other device that can be used to visit Shrangeh and use the services.

Service: refers to the service provided by Shrangeh on this platform.

Website: Shrangeh’s site, which can be accessed via this URL: <https://www.shrangeh.com>

You: a person or entity that is registered with Shrangeh to use the Services.

Exchange

Thanks for shopping at Shrangeh. We appreciate the fact that you like to buy the stuff we offer. We also want to make sure you have a rewarding experience while you’re exploring, evaluating, and purchasing our products.

As with any shopping experience, there are terms and conditions that apply to transactions at Shrangeh. We’ll be as brief as possible. The main thing to remember is that by placing an order or making a purchase at Shrangeh, you agree to the terms set forth below along with Policy.

If there’s something wrong (received incorrect size, color, completely wrong item delivered, or defective good) with the product you bought, you have 24 hours to request for exchange of your product after you have received it.

If you would like to return a product, the only way would be if you follow the next guidelines:

Return & Refunds

Every single product that you choose is thoroughly inspected, checked for defects and packaged with utmost care by our local businesses. We do this to ensure that you fall in love with the products offered.

Sadly, there are times when we may not have the product(s) that you choose in stock or may face some issues with our inventory and quality check. In such cases, we may have to cancel your order. You will be intimated about it in advance so that you don’t have to worry unnecessarily about your order. If you have purchased via Online payment, then you will be refunded accordingly.

At the same time we ensure that the packing is good such that the items won’t get damaged during transit. Please note that Shrangeh is not liable for damages that are caused to the items during transit or transportation. Although we have outmost trust that our logistic partners are careful and will ensure your products are delivered to you safely. If there is any such damage due to logistics, please do reach out to us with the evidence in order that we investigate and try to arrange for a refund.

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Shipping

Shrangeh is responsible for arranging the return shipping costs, we will arrange for the item to be picked up and deliver the correct item. Every returning shipping is arranged by Shrangeh, even if the item didn't have free shipping in the first place.

Your Consent

By using our website, registering an account, or making a purchase, you hereby consent to our Return & Refund Policy and agree to its terms.

Changes to Our Return & Refund Policy

Should we update, amend or make any changes to this document so that they accurately reflect our Service and policies. Unless otherwise required by law, those changes will be prominently posted here. Then, if you continue to use the Service, you will be bound by the updated Return & Refund Policy. If you do not want to agree to this or any updated Return & Refund Policy, you can delete your account.

Contact Us

If, for any reason, you are not completely satisfied with any good or service that we provide, don't hesitate to contact us and we will discuss any of the issues you are going through with our product.

-Via Email: info@shrangeh.com

-Via Phone: +97338777973