

## **Refund Policy**

### **Returns**

To be eligible for a return, your item must be:

1. An item that was wrongly dispatched or was damaged before delivery; and
2. received by Svaram within 15 days since the delivery time for purchase inside India and 45 days since the delivery time for purchase outside India; and
3. unused and in the same condition that you received it; and
4. in the original packaging; and
5. with a receipt or a proof of purchase on Svaram webshop.

Non-returnable items are gift cards or downloaded software products.

Any item not in its original condition, is damaged by you, missing parts for reasons not due to Svaram error or was not returned in the mandated respected time frame - shall not be accepted for replacement or refunds. Only items that were wrongly dispatched or were damaged during or before transit will be replaced or refunded.

### **Exchanges (if applicable)**

Only items that wrongly were sent, or defective or damaged items will be replaced. If you want to exchange an item that has reached you **please send us a proof of the damaged item to [svaram@auroville.org.in](mailto:svaram@auroville.org.in) within 3 days.**

### **Refunds (if applicable)**

Once your return is received and inspected, we will send you a notification that we have received your returned item. We will also notify you of the approval or rejection of your replacement or refund request.

In case your request for refund is approved, your refund will be processed, and we will instruct within 15 working days that a credit will automatically be applied to your original method of payment.

**Late or missing refunds (if applicable)**

If you haven't received a refund within 15 working days, please contact your bank. There is often some processing time before a refund is posted.

If you've done this and you still have not received your refund, please contact us at **[svaram@auroville.org.in](mailto:svaram@auroville.org.in)**.

**Sale items (if applicable)**

Only regular priced items may be refunded. Discounted items purchased as part of a promotion/sale are not eligible for returns, or refund requests, unless reached by you when the items are damaged.

**Gifts**

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received and a refund was approved, a gift certificate will be mailed to you.

**Shipping**

To return your product, you should mail your product to: *SVARAM, Musical Instruments and Research, Kottakarai, Irumbai Post, Auroville - 605111, Tamil Nadu, INDIA.*

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.