

## DESIGNZ LIFE STUDIO

### Comprehensive Replacement, Return & Refund Policy

*(Last updated — 4 July 2025. Drafted in accordance with the Consumer Protection Act 2019, the Consumer Protection (E-commerce) Rules 2020, the Indian Contract Act 1872 and other applicable laws of India. Nothing in this Policy limits or excludes your statutory rights.)*

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#### 1. Introduction

1.1 This Replacement, Return and Refund Policy (“**Policy**”) forms an integral part of the **Terms and Conditions** governing your use of the websites [www.designzlife.com](http://www.designzlife.com), [www.designzlifestudio.com](http://www.designzlifestudio.com) and [www.designsblisslife.com](http://www.designsblisslife.com) (collectively, “**Website**”).

1.2 The Website is owned and operated by **Designz Life**, a sole-proprietorship having its principal place of business at 97, Santoshpur Avenue (1st Floor), Kolkata 700075, West Bengal, India (“**Designz Life**”, “**we**”, “**our**” or “**us**”).

1.3 By placing an order or booking a service on the Website you acknowledge that you have read, understood and agreed to be bound by this Policy. If you do not agree, please refrain from transacting on the Website.

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#### 2. Definitions

Term	Meaning
<b>Business Day</b>	Any day other than a Saturday, Sunday or public/bank holiday in West Bengal, India and India.
<b>Customer / you / your</b>	A natural or legal person who purchases goods or services for personal use and not for resale.
<b>Date of Transaction</b>	The date on which the order is successfully placed or a subscription/renewal is processed.
<b>Digital Product</b>	An electronic file (e-book, template, audio, video, download link, PDF, digital design, etc.) delivered electronically and not on a tangible medium.
<b>Return Window</b>	Two (2) calendar days from the date you receive the physical product, or, for services, until performance has begun.

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### 3. General Principles

3.1 We strive to supply defect-free products and high-quality services. Should a product arrive damaged, defective or materially inconsistent with its description, or should a service be deficient, you may request a replacement, return or refund in accordance with this Policy.

3.2 All requests must be supported by:

- (a) an unedited **high-resolution unboxing video** showing the unopened parcel and full unpacking process, recorded within **24 hours** of delivery; and
- (b) clear photographs of the defect/damage and the shipping label.

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### 4. Return & Replacement Eligibility

4.1 A product is eligible for **replacement** or **return** only if:

- it is unused, unwashed, unaltered and in re-saleable condition;
- all original tags, labels, accessories, manuals, freebies and packing materials are intact;
- the request is raised **within the Return Window**; and
- the same model/variant is in stock (for replacements).

4.2 **Services** (including custom workshops, consultations, digital readings, mentoring sessions and therapies) and **Digital Products** are **non-returnable and non-refundable** once the service has commenced, the digital content has been accessed/downloaded, or the access link/file has been delivered, except where the service/digital product is materially non-compliant with its description.

4.3 The following are **exempt** from replacement/return/refund:

- personalised, custom-made or made-to-order items;
- products sold at clearance, flash-sale or promotional prices;
- bulk orders ( $\geq 10$  units of the same SKU) or wholesale transactions;
- gift vouchers, memberships or free items;
- damage caused by misuse, negligence, accident, normal wear and tear, or unauthorised repair/alteration;
- claims raised after the Return Window;
- force-majeure events (natural disasters, civil unrest, governmental actions, etc.).

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### 5. Procedure to Raise a Claim

Step 1 – **Notify Us**

Email **designzlife8@gmail.com** within the Return Window with: order number, detailed description of the issue, unedited unboxing video (as a downloadable link or attachment), photos and full contact details.

Step 2 – **Verification**

We will assess the evidence within **two (2) Business Days** and inform you whether the claim is **Approved** or **Rejected**, or if additional information is required.

Step 3 – **Reverse Pick-up / Self-ship**

- Approved claims within India: we will arrange one (1) free reverse-logistics pick-up. A second failed pick-up will void the claim.
- Approved claims outside India or where our courier partner does not service your location: self-ship the item via a trackable, insured service at your cost. Keep the receipt; reasonable shipping costs will be reimbursed if the product is confirmed defective.

#### Step 4 – **Quality Inspection**

Returned items undergo a quality-check at our studio. If the defect/damage is confirmed, we will (at your option and subject to stock availability) **replace** the item or **issue a refund**. If no defect is found, the item will be returned to you freight-collect.

#### Step 5 – **Issuance of Refund / Replacement**

- Replacements are dispatched within **10 Business Days** of inspection.
  - Refunds are processed to the original payment method within **15-20 Business Days** of approval.
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### **6. Refund Specifics**

6.1 If the order is cancelled by us before dispatch, you will receive a **full refund including shipping fees**.

6.2 If you return an item for personal reasons (e.g. you ordered the wrong colour/size), original shipping charges are **non-refundable** and return shipping is at your expense.

6.3 Where only part of an order is returned, we may issue a **pro-rata** refund, less discounts proportionately applied.

6.4 Depending on your card-issuer or payment gateway, it may take **15-20 banking days** (or longer for international transactions) for the credit to appear on your statement.

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### **7. Products Damaged in Transit**

7.1 For visible damage on delivery, refuse the parcel and note “DAMAGED” on the courier manifest.

7.2 If concealed damage is discovered after accepting the parcel, you must notify us with video evidence within **12 hours**.

7.3 We will, at our discretion, repair, replace with an equivalent item, or refund the purchase price.

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### **8. Order Fails but Payment Succeeds**

If your payment is debited but the order confirmation is not generated, contact your bank. Most banks reverse such transactions automatically within **10-15 Business Days**. If unresolved, email us with proof of debit; we will liaise with the payment gateway.

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### **9. Late or Missing Refunds**

If you have not received an approved refund after the stated processing period:

- re-check your bank or card account;
- contact your card issuer;
- then contact your bank.

If the issue persists, email **designzlife8@gmail.com** with your order and refund reference numbers.

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### **10. Customer Responsibilities for Returns**

- Re-pack goods securely in the original inner packaging and a new outer carton to prevent transit damage.
- Affix a label stating: Order No., Return Address, Customer Name & Address.
- Enclose a printed copy of your invoice/receipt.

- Ensure the parcel is trackable and insured (for self-ship returns). Risk of loss remains with you until we acknowledge receipt.

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## 11. Shipping Fees & Title

11.1 Shipping fees (initial and return) are **non-refundable** unless the product is confirmed defective or the order is cancelled by us.

11.2 Title and risk pass to you upon delivery to the address you provided.

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## 12. Cancellations

12.1 Orders for physical goods may be cancelled **within one hour** by emailing us. Once a tracking number has been generated, the order can only be processed under this Policy.

12.2 Bookings for services may be cancelled up to **72 hours** before the scheduled start time.

Cancellations incur a **50 % cancellation fee**; no-shows forfeit the full fee.

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## 13. Dispute Resolution, Governing Law & Jurisdiction

13.1 We aim to resolve all complaints amicably. If you are dissatisfied after following the above procedure, you may escalate to the Grievance Officer (details below).

13.2 This Policy and any dispute arising from it shall be governed by and construed in accordance with the laws of India. Courts at **Kolkata, West Bengal** shall have exclusive jurisdiction.

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## 14. Privacy & Data Protection

All personal data collected in relation to returns; replacements and refunds is processed in accordance with our **Privacy Policy**. We do not store full card details.

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## 15. Contact Details & Grievance Redressal

### Customer Care

*Phone:* +91 98367 83088 (Monday – Friday, 10:00 – 18:00 IST, Business Days)

*Email:* designzlife8@gmail.com

### Grievance Officer (as per Rule 5(9) of the Consumer Protection (E-commerce) Rules 2020)

Shreya Saha, Proprietor

Designz Life Studio, 97 Santoshpur Avenue (1st Floor), Kolkata 700075, West Bengal

Email: designzlife8@gmail.com

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**Version Control:** This Policy may be updated from time to time. The version published on the Website at the time of your purchase will apply to that transaction.