**Return and Refund Policy**

**Effective Date:** [Insert Date]
**Last Updated:** [Insert Date]

Thank you for shopping at **KabirCreation.com**. We aim to offer you a smooth and transparent experience when it comes to returns, exchanges, and refunds. This policy explains the conditions under which you can return items purchased through our website and how we handle refund requests.

**1. Eligibility for Returns**

We accept returns under the following conditions:

* **Timeframe:** You must initiate a return within **14 calendar days** from the date you receive the product.
* **Condition:** Products must be unused, unwashed, unaltered, and returned in their original packaging with tags intact.
* **Proof of Purchase:** A valid proof of purchase (e.g., invoice or order confirmation email) must be included.

**Note:** Due to the nature of handcrafted and textile products, **slight variations in color, texture, or weave** are not considered defects and are not eligible for return.

**2. Non-Returnable Items**

We do not accept returns for the following:

* Custom-made or personalized items
* Gift cards or discount vouchers
* Items marked as **Final Sale** or **Clearance**
* Intimate apparel or hygiene-sensitive products
* Products damaged by the customer

**3. Return Process**

To initiate a return:

1. **Email us** at [returns@kabircreation.com] within 14 days of receiving the item.
2. Mention your order number, item(s) you wish to return, and the reason.
3. Wait for confirmation and return authorization (RA) with shipping instructions.
4. Carefully pack the item(s) and ship to the return address provided.
5. Send us the shipping receipt and tracking number.

Return shipping costs are the customer’s responsibility unless the return is due to a defective, wrong, or damaged item.

**4. International Returns**

If you're located **outside Germany**, please note:

* Duties and customs charges (if applicable) are **non-refundable**.
* You must clearly mark the parcel as **"Returned Goods"** to avoid customs delays or fees.

We recommend using a **trackable, insured shipping method** as KabirCreation.com is not liable for lost or damaged returns.

**5. Refunds**

Once we receive and inspect your return:

* You will be notified via email on the status of your return.
* Approved returns will be **refunded within 7–10 business days** to the original payment method.
* Refunds do **not include original shipping charges**, unless the return is due to our error (wrong/damaged item).

If you haven’t received your refund after 10 business days, please check with your bank or payment provider before contacting us.

**6. Exchanges**

We currently do not offer direct exchanges. If you'd like a different item or size:

* Please return the original item as per the return process
* Place a new order for the desired item

This allows us to maintain inventory transparency and avoid delays.

**7. Damaged, Defective, or Wrong Items**

If your order arrives damaged, defective, or incorrect:

* Email us at [support@kabircreation.com] with photos of the issue and order details within **48 hours** of delivery
* We will arrange for a **free replacement or full refund** (including return shipping) depending on stock availability

**8. Cancellations**

Orders can be cancelled **within 12 hours** of placement or before shipment, whichever is earlier.
To request cancellation, contact [orders@kabircreation.com].

Once shipped, orders cannot be cancelled and must follow the standard return procedure.

**9. Responsibility and Rights**

KabirCreation.com reserves the right to:

* Refuse returns that do not meet the above criteria
* Reject refund claims made after the return window
* Modify this Return and Refund Policy at any time (notice will be posted on the website)

**10. Contact Us**

For any questions related to returns or refunds, contact:

**Kabir Creation – Customer Care**
Email: [support@kabircreation.com]
Phone: [Insert Number]
Address: [Insert Germany-based Return Address]

**11. Governing Law**

This policy shall be governed and construed in accordance with the laws of **Germany** and applicable **EU consumer protection regulations**, including the **GDPR** and the **Distance Selling Directive**.