

YOUR TREASURE

yourtreasure.in

Refund, Return & Exchange Policy

Effective Date: 24 July 2026

At Your Treasure, each piece is carefully checked before it is shipped to you. Please read this policy carefully before placing your order, as it outlines the limited circumstances under which a return, exchange, or refund can be processed.

1. General Policy

We do not offer returns, exchanges, or refunds for reasons such as change of mind, incorrect size selection, or personal preference. Returns, exchanges, or refunds are accepted only in cases where the product received is genuinely defective or damaged.

2. Defective or Damaged Products

If you receive a product that is defective, damaged, or incorrect, you must report it to us within 24 hours of delivery, along with the following mandatory documentation:

- A clear, continuous unboxing video showing the sealed package being opened, with the defect or damage visible in the same video. Claims without valid unboxing proof will not be accepted, as this is our only way of verifying that the issue occurred before the package reached you.
- Clear photographs of the defect/damage and the shipping label on the package.

Please email the above proof to Yourrtreasure2010@gmail.com with your order number and a description of the issue.

3. Review Process

Once we receive your claim along with the required unboxing proof, our team will review it within 3-5 business days and inform you of the outcome. If the claim is approved, we will guide you through the return process for the product.

4. Refund Method & Timeline

- Approved refunds will be processed to the original mode of payment used at the time of purchase.
- Refunds will be credited within 7-14 business days from the date of approval, depending on your bank/payment provider's processing times.

5. Non-Returnable Situations

- Products without a valid unboxing video as described above.

- Claims reported after 24 hours of delivery.
- Wear and tear, or damage caused after delivery due to improper handling or storage.

Contact Us

If you have any questions regarding this policy, please reach out to us:

- Business Name: Your Treasure
- Email: Yourrtreasure2010@gmail.com
- Phone: +91 63826 99810