

Return and Refund Policy

SHIPPING & DELIVERY

During normal days, Orders are usually shipped within 2 business days (excluding Sundays & Holidays). During the Festival days, orders preparation and packing take up to 3 working days. The Actual delivery of the shipment is subject to the courier company norms. Our company is not responsible for any delay in delivery by the courier company, as it is beyond our control. We use the best packaging materials and methods to ensure the safe delivery without any damages. However, in case of any rare instances of substantial damage to products in transit, customers are requested to send us an email along with the pictures of the shipment to info@seewans.com

RETURNS & REFUND

Due to the Perishable Nature of the Food products, We do not accept any Return of the products for claims post 30 days of invoicing.

In case of any quality issue or significant damage in Transit, customer needs to raise a request within 24 hours of delivering the product along with pictures of the state in which the product is received. The Support Team will investigate the request and once justified, will issue a replacement or refund depending on the case. Mail us at info@seewans.com for any such request.

CANCELLATION POLICY

customer can cancel the order via the following methods.

1. send email to info@seewans.com citing reasons for cancellation
2. call up our customer care number +919879010100 and cancel the order.
3. send a whatsapp app at +919879010100 to cancel the order.

However, the same can be done as long as the order has not been shipped. In such a case we will refund any payments already made by you for the order instantly. Under circumstances where the goods have already been shipped, then refund can be initiated only after the goods are reshipped to us and reaches our factory, and the goods are intact in original condition, then refund will be initiated. If we suspect any fraudulent transaction by any customer or any transaction which defies the terms & conditions of using the website, we, at our sole discretion could cancel such orders.

Seewans shall not be responsible for timely delivery under extreme situations such as flood, fire, wars, acts of God, communal riots or any cause that is beyond our control.

PAYMENT FAILURES DURING ORDER PROCESSING

During the Order placement, if the consumer faces any issue due to internet connectivity, or server side issues from the bank/payment gateway providers and payment gets failed even after debit in your account/card, the payment will automatically get refunded to you by the payment gateway in your bank/card account as per the payment gateway refund policy.