

## **Order cancellation:**

### **Cancellation before dispatch or notification of collection**

If, for any reason, you wish to cancel your order before your Order has been dispatched or you have been notified that it is available for collection, and then the cancellation of the order is not possible. Alternatively, you can place a cancellation request before the dispatch date by an E-mail or Calling Rushipeetham Customer Services team by calling 040-27132550 Once we have received notification by you of your wish to cancel your contract, subject to any monies having been taken from you, we will refund you the original purchase price to your respective bank account through which you have placed an order and delivery charge of your Order within five (5) days. For more information, please see our Refunds Policy below.

### **Cancellation after dispatch or notification of collection**

## **Returns Policy**

Currently we do not have return policy for the ordered product and we do not have the collection team to collect the product.

### **How to cancel an item:**

If you have a Rushipeetham Account, you can cancel a Product or Order to us by taking the following steps:

- a) Sign into your Rushipeetham Account via the Website.
- b) Go to "My Orders".
- c) Select the Order number you would like to cancel.
- d) Click on 'Cancel Items'.
- e) Select the individual Product(s) and quantity or "Cancel all items". Please also state the reason for the return.
- f) Click 'Continue'.
- g) A cancellation order will appear on screen, as well as being sent to your email address.

If you place your Order via the Website's guest checkout please call our Customer Services team on 040-27132550 (+914027132550 from overseas).

## **Refunds policy**

Within date of dispatch after receiving your Order if we receive the cancellation Order, we will refund you the original purchase price and delivery charge for your Order which we have collected during the placement of order after deducting percentage of handling charges of the respective bank through which you have transacted.

Refunds will be issued back to the credit or debit card which you used to place your Order. This will appear in your account within five (5) working days depending on your card issuer..

## **Promotional discounts and refunds**

If a promotional discount applied to your Order originally, then the same discount will be applied to each Product of your Order that you cancel. This means that you will only be refunded the amount that you originally paid for your Order or any given Product. Further, any free promotional gift given with an Order will also be cancelled.