

Shipping & Returns Policy

JAALIKAI by Saloni | Jewellery that Connects

✉ For queries: jaalikabysaloni@gmail.com

Shipping Information

We handcraft every JAALIKAI piece with intention, care, and time. The **estimated delivery time** for each product is mentioned on its respective **product detail page**.

Shipping Charges:

- **Domestic (India):** Flat rate of **INR 150**
- **International:** Shipping fee varies by location, **up to INR 3000**

Taxes & Duties:

- **Within India:** All prices include taxes and duties.
- **Outside India:** Customs duties and local taxes are to be paid by the customer upon delivery, directly to the shipping partner. These vary by destination country and local regulations.

Dispatch Timelines:

- **Domestic Orders:** Usually shipped within **3–5 working days**
- **International Orders:** Usually shipped within **14–21 working days**

Please note: Delivery timelines begin **from the date of Order Confirmation**.

Order Delays & Cancellations

As all pieces are **handpicked and handcrafted**, there may be rare instances where your chosen product cannot be produced. In such cases, we will contact you and offer:

- An alternative product
- Store credit
- Or a **full refund**, processed within **10–15 working days** from confirmation

We use trusted courier partners like **BlueDart, DTDC, FedEx**, and others. Once your order ships, you'll receive a **tracking number and link** via email to follow your shipment.

If your order is **delayed beyond 2 weeks** of the estimated delivery time, we will reach out to confirm whether you wish to proceed with the order.

Returns & Exchanges

At JAALIKAI, every product undergoes stringent quality checks. However, if your piece arrives **damaged or defective**, we offer a **Refund or Exchange**, subject to the following:

1. **No returns/exchanges** unless the product is **damaged**.
2. Claims must be made within **48 hours of receiving the order**.
3. You must provide a **clear unpacking video** highlighting the damage.
4. Email the video and details to jaalikabysaloni@gmail.com

Please note:

- All JAALIKAI pieces are handcrafted in small batches, so **minor variations in finish or size** are natural and part of the piece's uniqueness.
- Actual product colours may vary slightly from website images due to differences in screen displays and visual settings.

For more details, refer to our full **Terms of Service**.

