

Terms & Conditions

Effective from: 5th of May, 2025

Welcome to **JAALIKA by Saloni** (“we”, “our”, “us”). These Terms & Conditions (“Terms”) govern your use of our website, www.jaalikabysaloni.com (“Website”), and the purchase of products through it. By accessing or using our Website and placing an order, you agree to be legally bound by these Terms. Please read them carefully.

1. Eligibility

You must be at least 18 years of age or access the Website under the supervision of a legal guardian. By using this Website, you confirm that you are legally capable of entering into a binding contract.

2. Product Information

All our products are **handcrafted in small batches**, which may result in minor variations in size, shape, colour, or finish. These are not defects but are characteristic of artisanal, handmade jewellery.

While we strive for accuracy in product descriptions and photography, **actual colours may vary slightly** due to lighting, screen resolution, and display settings.

3. Pricing and Payment

All prices listed are in **INR (Indian Rupees)** and inclusive of applicable Indian taxes for domestic orders.

We reserve the right to change pricing at any time without prior notice. Once an order is confirmed, the price remains fixed.

We accept payments via secure third-party gateways. By submitting payment, you agree that the payment details provided are accurate and that you are authorized to use the payment method.

4. Shipping and Delivery

We ship across India and internationally.

- Domestic shipping charges: **INR 100**
- International shipping: Variable, **up to INR 2000**
- Estimated delivery times are mentioned on each product page.
- Delivery timelines commence from the date of **Order Confirmation**.
- Delays may occur due to unforeseen circumstances or force majeure events (natural disasters, strikes, etc.), for which we are not liable.

For international orders, **local customs duties, VAT, and taxes are the buyer’s responsibility**, payable at the time of delivery.

5. Order Cancellation

Once an order is confirmed, it **cannot be canceled** unless explicitly approved by us in writing.

In rare cases where a product is unavailable after confirmation (due to being handcrafted in limited quantities), we will offer:

- An alternative product
- Store credit
- A full refund (processed within 10–15 working days)

6. Returns & Refunds

Due to the nature of our handmade jewellery, we follow a **strict no return/no exchange policy**, unless:

- The product is **damaged** or **defective** upon delivery

To initiate a return or refund:

- Email us at jaalikabysaloni@gmail.com within **48 hours** of receiving the order
- Attach a **clear unpacking video** highlighting the defect/damage

Refunds will be processed only upon verification and at our sole discretion. Claims made without a proper unpacking video **will not be entertained**.

7. Intellectual Property

All content on this Website, including product images, text, logo, designs, and graphics, is the **intellectual property of JAALIKA by Saloni**. Unauthorized use, reproduction, or distribution is strictly prohibited and may result in legal action.

8. Limitation of Liability

To the fullest extent permitted by law, **JAALIKA by Saloni shall not be liable for any indirect, incidental, or consequential damages** arising out of the use or inability to use the Website, including loss of profits, data, or goodwill.

We are not responsible for:

- Allergic reactions or skin sensitivities
- Improper use or storage of products
- Shipping delays due to courier partners or external factors

9. User Conduct

You agree not to use our Website:

- For unlawful, fraudulent, or malicious purposes
- To harm, harass, or infringe on the rights of others
- To transmit viruses or any malicious code

Violation may result in access termination or legal action.

10. Privacy

We respect your privacy. Personal information is collected, stored, and used only as per our **Privacy Policy**, available on our Website. We do not sell or share your information with third parties without your consent.

11. Indemnification

You agree to **indemnify, defend, and hold harmless JAALIKA by Saloni** and its team from any claim, demand, loss, liability, or expense (including legal fees) arising from:

- Your breach of these Terms
- Your use of the Website or products

12. Governing Law and Jurisdiction

These Terms shall be governed by the laws of **India**. Any disputes arising shall be subject to the exclusive jurisdiction of the courts of **Mumbai**, India.

13. Modifications

We reserve the right to amend or update these Terms at any time without prior notice. Continued use of the Website constitutes acceptance of the updated Terms.

14. Contact Us

For any questions or support, write to us at:

 jaalikabysaloni@gmail.com