

Cancellation Clause

If a **customer cancel** an **order** before the order is **shipped**. Then **Silkalay** may accept the order **cancellation** and **Refund** the order to the **buyer**. In such case the **order** amount is **Refunded** but the **Cancellation Fee** charged by the **Bank** be **deducted**.

- The **amount** will be **refunded** only to the **beneficiary** of the **card/account holder**. The **amount** shall not be **refunded** to a **third party**.
- **Cancellation** of **product** is **not possible** once the item has been **shipped**. Under such **circumstances, complete refund is not possible**. The amount after **deduction** of **service charge** (**shipping fees** etc.) shall only be **refunded**.

Exchange Clause

- **Product** once **sold** shall **not** be **exchanged** for **another product**.

In case of any **dispute**, the **decision** of **Silkalay Management** shall be **final** and **binding** upon the **concerned party**.

Disclaimer: All disputes to be adhered to Guwahati Jurisdiction.