

# Shipping and Returns

## Reliable delivery and easy returns

At Jhoolaylaal, we strive to ensure your orders are delivered promptly and securely. We also understand that sometimes things don't go as planned, which is why we offer a clear and simple return process to make your experience smooth and worry-free.

## Order Processing

Orders are processed within 1–2 business days after payment confirmation.

## Delivery Timeline

Standard delivery takes 3–5 business days to major cities, with extended timelines for remote areas.

## Receiving Your Parcel

**Inspect Before Accepting Delivery:** Check the parcel for visible damage, dents, tears, or signs of tampering before accepting it. If compromised, refuse delivery or ask the carrier to note the issue. **Report Issues Immediately:** If you accept a damaged parcel, email photos to [support@jhoolaylaal.com](mailto:support@jhoolaylaal.com) within 24 hours. Failure to report may affect eligibility for returns.

## Return Policy

**Unboxing Video Requirement:** Record a continuous, unedited unboxing video showing parcel condition, shipping labels, and full content. Keep the video for 30 days after delivery. Claims without video may face delays or denial.

## Order Cancellation by Buyer

Customers may cancel orders within 1 hour of placement. After that, cancellations require approval. Processing fees charged by payment providers are non-refundable.

## Cancellation by Seller

The seller may cancel orders due to pricing errors, stock issues, technical glitches, or suspicious transactions. Affected customers will be notified, and refunds processed per Refund Policy.

## **Order Change Request**

Before Dispatch: You may request modifications before shipping. After Dispatch: Once shipped, modifications or cancellations cannot be accepted. Jhoolaylaal is not liable for cancellations due to weather or political issues.

## **Return & Refund Policy**

Return Window: 3 days from delivery. Early Adopter Program: Extended 3–6 month window for selected users. Valid Reasons: Damaged, wrong, or missing items.

Non-returnable: Change of mind or tampered products. Unboxing video required; 5% platform commission deducted from refunds.

## **Buyer Protection Policy**

Quality Assurance: All products undergo quality checks. Dispute Resolution: Contact [support@jhoolaylaal.com](mailto:support@jhoolaylaal.com) within 24 hours. Provide unboxing video and defect photos.

Fraud Prevention: False claims may result in suspension. Rejected returns will be shipped back to the customer.

## **Refund Processing**

Refunds processed within 7–10 business days after approval. May take up to 15 working days depending on payment processor. COD refunds processed within 7–10 days. Prior approval required for all returns. Jhoolaylaal reserves the right to modify policies with 30 days' notice.

## **Early Adopter Program**

Exclusive 3–6-month evaluation period for selected products. Limited to 24 participants per category. Special return conditions apply—contact support for details.

## **Contact Us**

For queries, contact [support@jhoolaylaal.com](mailto:support@jhoolaylaal.com) or call +92-335-7651691 (9 AM–6 PM, Monday–Saturday).