

Returns

- ☐ You have 15 calendar days from the date you received your item to request a return.
- ☐ To be eligible for a return:
 - o The item must be unused and in the same condition that you received it.
 - o The item must be in its original packaging (including tags, accessories, manuals, etc.).
 - o Proof of purchase (receipt or order confirmation) is required.

Non-Returnable Items

The following items are non-returnable:

- ☐ Gift cards
- ☐ Downloadable software or digital products
- ☐ Personalized or customized items
- ☐ Perishable goods or used products

Return Process

To initiate a return:

1. Contact our customer support at support@sustainableindia.org
2. Provide your order number and reason for return.
3. Our team will provide return instructions and a return shipping address.
4. Return shipping costs are the responsibility of the customer, unless the item is damaged or incorrect.

Lapurete Sustainable Pvt.ltd

GSTIN is 22AAGCL0655B1Z4.

www..sustainableindia.orgID : U47711CT2024PTC017161

Refunds

- ☐ Once we receive and inspect your returned item, we will notify you about the status of your refund.
- ☐ If approved, your refund will be processed within 7 business days to your original method of payment.
- ☐ Shipping costs are non-refundable unless the return is due to our error.
- ☐ Refunds will only be issued for regular-priced items; sale items are not eligible for refunds.

Late or Missing Refunds

If you haven't received a refund after the stated processing time:

1. Check your bank or credit card account.
2. Contact your bank/credit card company—it may take some time before your refund is officially posted.
3. If you've done all of this and still have not received your refund, please contact us at support@sustainableindia.org.

Complaint

La Purete Pvt. Ltd. disclaims liability for any complaints related to the product used; however, we will communicate the concerns to the respective company, seller, or brand and conduct an internal inspection to ensure product transparency.