

EXCHANGE POLICY

Your satisfaction is our priority. If you are not satisfied with your purchase then we are here to resolve your concern/issue. We will be delighted to exchange any item returned in a saleable condition. Items purchased from our online store can be sent back for exchange at our outlet or you can contact our customer service if you wish to send the items through courier. PARCHA allows its customers to exchange the purchased items subject to conditions. The exchange of item will be allowed if:

- The customer has submitted a request for exchange (via email, phone call, SMS or WhatsApp) within 07 working days of receipt of the purchased item;
- The customer in his/her request for exchange has stated the reason(s) why he/she wishes to exchange the item;
- The item is in its original packing and the price tag is intact;
- The original invoice of the item he/she wishes to exchange is sent along with the item;
- It has no emits, perfume scents, stains or anything which suggests the item was used or washed.

Items bought on sale cannot be exchanged. If an item bought on regular price goes on sale, it will be exchanged at sale price.

After getting your exchange/return query, your order will be first checked by our relevant team after assessment you will be offered an exchange (depending on the availability of the article).

Refund:

We have no policy for refund, however in case of non-availability of the article, or if the received item is in a flawed condition, a coupon of the same amount will be issued which will be availed online only.

Order Cancellation:

You may cancel your order at any time before the shipping process. After the shipment of your order, you will receive an email with a tracking number against your order.

*PARCHA reserves this right of cancelling your order for the reasons including, unavailability of stock, declined in payment or the inaccuracy of pricing.

*There will be no return and exchange on sale articles.