

POLICIES & CONDITIONS: PRIVANI LIVINGS

At Privani Livings, we believe in transparent practices and clear communication. This page outlines our policies regarding privacy, shipping, warranty, and general terms of service to ensure a smooth and trustworthy shopping experience.

1. Privacy Policy

Your privacy and personal information are important to us. Any data shared with Privani Livings is handled responsibly and securely.

Information We Collect:

We may collect your name, phone number, email address, delivery address, and payment details strictly for order processing and communication purposes.

How We Use Your Information:

- To process and deliver orders
- To provide customer support
- To send order updates and important notifications
- To improve our services and website experience

Data Protection

We do not sell, rent, or trade customer information to third parties. Your data is only shared with trusted logistics and payment partners necessary to complete your order.

Communication Consent

By placing an order or submitting a form, you agree to receive communication regarding your order via call, SMS, WhatsApp, or email.

2. Shipping & Delivery Policy

We aim to deliver your products safely and within the promised time frame.

Processing Time

Orders are usually prepared and dispatched within 3–5 business days.

Delivery Timeline

Estimated delivery time is 10–12 business days depending on serviceable location.

Courier Partners

We ship through reliable national courier services to ensure secure handling.

Shipping Charges

Shipping costs are calculated at checkout or applied as per ongoing promotional offers.

Delivery Delays

In case of unforeseen delays due to weather, logistics issues, or high demand, customers will be informed through our official communication channels.

Address Accuracy

Customers are responsible for providing accurate delivery details. Incorrect information may cause delays or additional charges.

Delivery Attempts

Courier partners will attempt delivery multiple times. If unsuccessful, the order may be returned to origin.

3. Warranty Policy

We stand behind the craftsmanship of our products.

Standard Warranty

All eligible products come with a 3-month warranty against manufacturing defects.

Not Covered Under Warranty:

- Damage due to misuse, mishandling, or dropping
- Exposure to water, moisture, or extreme heat
- Normal wear and tear
- Natural wood variations

Customized Products

Customized or made-to-order items do not carry warranty coverage and are non-returnable.

Claim Process

Customers must share product photos/videos along with order details for verification before approval.

4. General Terms & Conditions

Product Nature

Our products are handcrafted using natural wood. Slight variations in color, grain, and texture are normal and not defects.

Order Acceptance

Privani Livings reserves the right to cancel any order due to stock unavailability, pricing errors, or unforeseen issues. A full refund will be issued in such cases.

Pricing

Prices are subject to change without prior notice. The final price charged will be the one displayed at checkout.

Bulk & Custom Orders

Bulk and customized orders may require advance payment and longer processing time.

Intellectual Property

All website content including images, text, and designs belongs to Privani Livings, & Mach.ONE and cannot be used without the permission, of either of one.

Liability Limitation

We are not liable for damages arising from improper usage, incorrect handling, or failure to follow product care instructions.

Policy Updates

Privani Livings reserves the right to update policies at any time. Continued use of the website implies acceptance of revised terms.

5. Return & Replacement Policy

At Privani Livings, every product is carefully inspected before dispatch. Since most items are handcrafted wooden pieces, slight natural variations are expected and add to their uniqueness. However, we fully support customers in case of genuine issues.

We offer return or replacement only under the following conditions:

- Product received is damaged during transit
- Wrong item delivered
- Missing items from the package
- Major manufacturing defect affecting usability

Important: Minor variations in wood grain, color tone, texture, or polishing marks are natural characteristics and not considered defects.

Reporting an Issue

To request a return or replacement, customers must notify us within 24 hours of delivery.

Please share the following:

- Unboxing video (mandatory, starting before opening the package)
- Clear photos of the product
- Order number and description of the issue

Without an unboxing video, claims may not be approved as courier damage cannot be verified.

Replacement Process

After verification:

- A replacement will be arranged at no extra cost, or
 - Store credit / full refund may be provided if replacement is unavailable
- Our team will schedule pickup through our courier partner whenever applicable.

Non-Returnable Items

The following items are not eligible for return or replacement:

- Customized or personalized products
- Products damaged due to misuse or improper handling
- Items exposed to water, heat, or chemicals
- Normal wear and tear
- Minor finishing or shade variations in handcrafted items

Return Shipping

For approved cases:

- Return pickup will be arranged by us, or
- Customers may be requested to self-ship (shipping cost reimbursed after verification)

Returned product must be unused and packed securely in original packaging.

Refund Policy

Once the returned product passes inspection:

- Refunds are processed within 5–7 business days
- Amount will be credited to the original payment method
- COD orders will be refunded via bank transfer

Shipping charges (if any) are non-refundable unless the error was from our side.

Order Cancellation

- Orders can be cancelled before dispatch only.
- Once shipped, cancellation is not possible.

Contact Support

For assistance, please contact us through the website support or Contact Sales form. Our team will respond as quickly as possible to resolve your concern.