





Cancellation Policy

The House of Tara reserve right to cancel any order without any explanation. We ensure you, communication of cancelation of an order or refund will be done in a reasonable time.

- 1) You can cancel the order from the **My Order** Section in **Account** or via emailing us with cancellation request on support@thehouseoftara.co.in before the order is dispatched
- 2) If the order is already shipped, we won't be able to cancel it. However, you can refuse to accept the shipment and the amount will be refunded to your account.
- 3) The full amount will be refunded to your account, including your shipping charges if any.

*If your query is not solved you can email us all details on support@thehouseoftara.co.in or also, you can contact our customer service representative directly at +91-11-41088833 between 10.30 am to 06.00 pm (Monday - Saturday).

Returns, Exchange & Refund

			
<p>RETURN / EXCHANGE REQUEST To place a return / exchange request, please log in to the Powerlook website with your registered email id. Select the product from "My Order" and click "Return / exchange Order"</p>	<p>PACK YOUR ORDER All returned products must be unused or unwashed or undamaged and packed properly with the original packaging and tags.</p>	<p>REVERSE PICKUP Your order will be Picked up in 2-3 working days by our Courier Partners.</p>	<p>REFUND PROCESSED Once the product gets validated, your refund will be processed in 24-48 Hours. Your Money will reflect in your account in 5-7 working days.</p>

Change the term Powerlook to The House of Tara in above image

Exchange:

We are trying hard to serve your order to your appropriate products and sizes. In case if you received the wrong product or it's unfit to your size, you can exchange your product within **7 days of delivery**.

- Your Pickup will be arranged by The House of Tara within 2-3 working days of your request.
- All Products must be unused, unwashed and returned with the original packing & tags when we receive it.

In case, the order does not meet the above conditions exchange request will not be processed and your order will be sent back to your picked up address.

We can arrange a pick-up for you with an easy online Exchange process.

- o Login to your **My Orders** section at The House of Tara
- o Select the Order and click **Exchange Product**

or

Simply email us on support@thehouseoftara.co.in with your Return request.

***In case of an exchange, if the size is not available, you can place a refund request which will proceed as refund policy. No other product can be exchanged on behalf of the same.**

Returns:

We are working hard to provide you the latest fashion at affordable rates with Best quality fabric. If you didn't like the product or it's not to your expectations simply return the product within **7 days of delivery**.

We can arrange a pick-up for you with an easy online return process.

- o Login to your **My Orders** section at The House of Tara
- o Select the Order and click **Return Product**

or

Simply email us on support@thehouseoftara.co.in with your Return request.

*Shipping Charges and COD charges charged at the time of placing the order is non-refundable.

*We shall charge you shipping charges of Rs.100 in case of reverse pick up the same shall be deducted from your refund.

Important Points to remember,

- o Return request needs to be within 7 days of the delivery date.
- o Your Pickup will be done in 2-3 working days.
- o All returned products must be unused or unwashed or undamaged and return with the original packing and tags when we receive it. Items without tags will not be accepted.
- o The refund is subject to your returns met the above conditions else returns will not be accepted.

In case you receive a Damaged / Defective / Wrong / Missing product, we should be notified within 24 hours of delivery. Also, we request you to email us a photograph of the Damaged /

Defective / Wrong / Missing product. In case you fail to intimate about the same, return might not be processed.

Refund Policy

Amount Refund:

1. If you cancel the Order, the full amount will be refunded to you includes shipping charges and COD charges if any.
2. If you return the product, **shipping charges** and **COD charges** charged at the time while placing the order will be deducted. Also, the **Reverse Shipping** charges of Rs.100 will be charged and the balance amount will be refunded to you.

Mode of Refund:

1. Prepaid Orders: The amount will be refunded to the same account from which the order has been placed. Once we receive the product, the amount will be processed in 1-2 working days. Your money will be reflected in your account in 5-7 working days.
2. COD Orders: The amount will be transferred to the Bank Account mentioned while placing the Return Request. Once we receive the product, your amount will be reflected in your account within 7 working days.

***For Every used or inappropriate product received in Returns from the customer will be returned back to the customer and shipping will be charged.**

***In case of Pincode is not serviceable for returns, the customer has to make self courier to mentioned warehouse address, and Return Shipping charges will not be debited.**

Privacy Policy

User's information and privacy:

We are committed to protecting all information that you share with us. We have accordingly developed this privacy policy to protect your personal information and keep it confidential. We ensure that your personal information is secure online.

We seek to protect your rights of privacy on systems and the site (www.thehouseoftara.co.in). However, we would not be liable for any unauthorized or unlawful disclosures of your personal and confidential information made by you or any third parties who are not subject to our control.

Cookies:

Like many other transactional websites, we may use "cookies" to improve your experience on our website and to save your time. Cookies are little tags that we assign to your computer when you first visit our website to enable us to recognize you when you return to the website.

Personal Information provided by You is used only:

- to facilitate Your use of the Website;
- to respond to Your inquiries or fulfil Your requests for information about the various services;
- to provide you with information about our products/services and to send You information, materials, and offers;
- to improve the services, content, and advertising on the Website
- to send you important information regarding the Website, changes to Website's terms, conditions, and policies and/or other administrative information;
- to personalize your experience on the Website by presenting advertising, products and offers tailored to You;
- to help You address Your problems with the Website including addressing any technical problems;
- if You purchase any product from the Website, to complete and fulfil Your purchase, for example, to have Your payments processed, communicate with You regarding Your purchase and provide
- You with related customer service;
- for proper administering of the Website;
- to resolve disputes; troubleshoot problems; help promote a safe service; collect money;
- to conduct internal reviews and data analysis for the Website (e.g., to determine the number of visitors to specific pages within the Website);

Security:

The security of your personal information is very important to the Company. We have aligned physical, administrative and technical safeguards designed to protect your personal information from unauthorized access. Also, the Company uses standard security protocols and mechanisms to exchange the transmission of sensitive data such as credit card details. In the event of any breach of your personal information, the Company will notify you of it by email and will restore the integrity of the data system.

Advertising:

The Company uses some third parties to administer a limited set of advertisements on our website and portals. During this process, no personal information is leaked. However, aggregate profile information, such as the user community, may be used in the selection of advertising to make sure that it has relevance to the user.

Use of Services:

Your use of services on www.thehouseoftara.co.in and your provision of information in connection with these services is purely voluntary. You will always have the option of whether to perform the transaction and provide this information or not. However, to open an online service account or perform a service transaction, you will be required to provide some personal information. Whether to perform the transaction is up to you.

If you choose to provide us with personal information, we will use that information to help us get you the product or information you have requested.

Important Disclaimer:

Although the Company provides full security and secrecy to your personal information, we urge you to be careful with very sensitive information and do not share it with any third party claiming to be related to the Company on separate emails/phone calls, etc. The Company disclaims any and all liabilities towards any such claims that have arisen due to your own negligence or wilful misconduct and the Company takes no responsibility for the same.

Terms and Conditions

Access to and use of www.thehouseoftara.co.in and the products and services available through the website are subject to the following terms, conditions, and notices ("Terms of Service"). By browsing through these Terms of Service and using the services provided by our website (www.thehouseoftara.co.in) you agree to all terms of Service along with the Privacy Policy on our website, which may be updated by us from time to time. Please check this page regularly to take notice of any changes we may have made to the Terms of Service.

We reserve the right to review and withdraw or amend the services without notice. We will not be liable if for any reason this Website is unavailable at any time or for any period. From time to time, we may restrict access to some parts or this entire Website.

Privacy

Our Privacy Policy incorporated by reference in these Terms of Service sets out how we will use the personal information you provide to us. By using this Website, you agree to be bound by the Privacy Policy and warrant that all data provided by you is accurate and up to date.

The exactness of the Product

The images of the items on the website are for illustrative purposes only. Although we have made every effort to display the colors accurately, we cannot guarantee that your computer's display of the colors accurately reflects the color of the items. Your items may vary slightly from those images.

All sizes and measurements of items are approximate; however, we do make every effort to ensure they are accurate as possible. We take all reasonable care to ensure that all details, descriptions, and prices of items are as accurate as possible.

Pricing

We ensure that all details of prices appearing on the website are accurate, however, errors may occur. If we discover an error in the price of any goods which you have ordered, we will inform you of this as soon as possible. If we are unable to contact you we will treat the order as cancelled. If you cancel and you have already paid for the goods, you will receive a full refund.

Additionally, prices for items may change from time to time without notice. However, these changes will not affect orders that have already been dispatched. The price of an item includes GST (or similar sales tax) at the prevailing rate for which we are responsible as a seller. Please note that the prices listed on the website are only applicable for items purchased on the website and not through any other source.

Discounts and Vouchers

Any amount of voucher or discount deducted at the time of placing order deducted from the order value shall not be refunded on any cancellation or return of order.

Payment

Upon receiving your order we carry out a standard pre-authorization check on your payment card to ensure there are sufficient funds to fulfil the transaction. Goods will not be dispatched until this pre-authorization check has been completed. Your card will be debited once the order has been accepted.

Payment options are available-

- Third Party Wallet
- Bank Transfer
- Debit card/ Credit Card and
- Cash on Delivery

Cash on Delivery charges (COD Charges)-

COD charges shall be applicable of Rs.60 in case payment mode chosen as cash on delivery (Additional to shipping charges)

If your payment is debited to your account after a payment failure, it is normally

rolled back to your bank account within 7 business days. For any further clarification, you can email us on support@thehouseoftara.co.in

Violation & Termination

You agree that the Company may, in its sole discretion and without prior notice, terminate your access to the website and block your future access if we determine that you have violated these Terms of Service or any other policies. If you or the Company terminates your use of any service, you shall still be liable to pay for any service that you have already ordered.

If you have any questions, comments or requests regarding our Terms of Service or the website please contact us at support@thehouseoftara.co.in

Order Status

You can check the status of the order by simply going to “order history” and refer the status column for the status or by contacting us on support@thehouseoftara.co.in

Service & Complaints:

The satisfaction of our members is close to our hearts. Therefore we endeavour to deal with your concerns as quickly as possible and always provide you with our feedback after receiving your input. For service inquiries, please contact our customer service department: Email: support@thehouseoftara.co.in

Incorrect Order Or Product Damaged When Received:

We take utmost care while packing your order to ensure that the right product reaches you in the safest way. However, in case of receiving the order, if the product is incorrect or is damaged in transit, the same would be replaced. The process is hassle-free.

In such cases, all you would have to do is that intimate us on the same day of receiving the order by writing to us at support@thehouseoftara.co.in or calling us on the contact number mentioned on the Contact Us page and your request would be taken care of.

In case you fail to intimate on the same day of receiving an incorrect or damaged product, the product will be considered sold and would not be replaced or refunded.

Returns

No item purchased online can be returned at the store in any circumstances.

Disclaimer of Guarantee:

We do not guarantee, represent or warrant that your use of our service will be uninterrupted, timely, secure or error-free.

You agree that from time to time we may remove the service for indefinite periods of time or cancel the service at any time, without notice to you.

You expressly agree that your use of, or inability to use, the service is at your sole risk. All products and services delivered to you through the service are (except as expressly stated by us) provided 'as is' and 'as available' for your use, without any representation, warranties or conditions of any kind, either express or implied, including all implied warranties or conditions of merchantability, merchantable quality, fitness for a particular purpose, durability and title.

The House of Tara Website is Governed by Indian law.

Liability:

You will not hold The House of Tara responsible for other user's Content, actions, inactions, or collaborations. We have no control over and do not guarantee the quality, safety, or legality of the collaboration advertised, the truth or accuracy of users' content, the ability of parties to deliver on collaboration, or that the parties will complete a transaction.

We cannot guarantee continuous or secure access to our services, and the operation of the Website may be interfered with by numerous factors outside of our control. Accordingly, to the extent legally permitted, we exclude all implied warranties, terms, and conditions related to the use thereof. We are not liable for any loss of money, goodwill, or reputation, or any special, indirect, or consequential damages arising out of your use of the Website and services. Some jurisdictions do not allow the disclaimer of warranties or exclusion of damages, so such disclaimers and exclusions may not apply to you.

You must ensure that your access to the Website and The House of Tara Service is not illegal or prohibited by laws that apply to you.

You must take precautions to ensure that the process you employ for accessing The House of Tara's service does not expose you to the risk of viruses, malicious computer code, or any other form of interference that may damage your computer system. We do not accept responsibility for any interference or damage to any computer system that arises in connection with your use of the Website or any linked website.

We do not accept liability for any losses arising directly or indirectly from a failure to provide any service, corruption to or loss of data, errors or interruptions, any suspension or discontinuance of service, or any transmissions by others in contravention of the registered members' obligations as set out in these Terms of Service.

You acknowledge that we may not be able to confirm the identity of other registered users or prevent them from acting under pretenses or in a manner that infringes the rights of any person.

