

Cancellation Policy

- Customers can cancel their orders within 24 hours of placing the order or before dispatching the order by emailing shop@tinyheaven.in with their order ID. A full refund will be issued to the customer's original payment method.
- Orders cannot be cancelled once the item has been shipped.

Return / Replacement Policy:

- In the unlikely event that the customer receives a defective or damaged product, they can request a replacement within 3 days of delivery by emailing shop@tinyheaven.in with their order ID and a description and photo of the issue.
- The replacement will be provided for the same product, subject to availability.
- Refund will be initiated in 3-5 business days and Returned in 5-7 Business days after the return request is approved.
- Please note that the original packaging, tags, and price tags must be kept intact for any return to be accepted. Returns will not be accepted if the original box, price tags, or other packaging elements are damaged.
- If the product is out of stock or unavailable, the customer can choose to receive a full refund or select an alternative product of equal value.
- The replacement policy is applicable only for products that are defective or damaged upon delivery. It is not applicable for products that are damaged due to customer mishandling or misuse.
- Please note that we do not offer reverse pickup facility and the customer must arrange for the product to be shipped back to us using a reliable courier service. The shipping charges for the return will be borne by the customer.

Refund Policy:

- The refund process will commence upon receipt of the product at our warehouse, following completion of all quality checks and verifications. Please allow up to 10-15 working days for the refund to be processed. The mode of refund may depend on the original mode of payment used at the time of placing the order.
- Please note that the shipping charges and COD charges are non-refundable.
- If the customer refuses the items at the time of delivery or if the order fails to be delivered due to customer negligence, a restocking fee of up to 20% along with shipping charges will be deducted from the refund amount. While you may have received free shipping with your order, it doesn't mean the actual shipping cost is zero. We always incur shipping charges, and free shipping is a promotional gesture extended to your order. If your order is refused, we will deduct the same courier charges from your refund.
- Refunds will be issued to the same method of payment used during the order placement. Bank account or UPI details may be requested in exceptional cases. Please ensure that all entered details are correct as we will not validate bank account numbers and are not responsible for funds transferred to unintended recipients.
- Rest assured that once you receive a confirmation email from us regarding your refund request, we will initiate the process and follow up with financial organizations. If there are any delays, please contact us and we will gladly assist you.

We reserve the right to refuse a refund or replacement request if the customer does not comply with the terms of our policy.