

Terms & Conditions

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To avail the services offered at www.tinyheaven.in or by any of its affiliates, you must agree to the following terms and conditions. If you visit, shop or browse at www.tinyheaven.in you accept these conditions.

Please read the terms and conditions carefully. While using any current or future services offered by www.tinyheaven.in or any of its affiliates, whether or not included in the www.tinyheaven.in website, you will abide by these Terms & conditions the guidelines and conditions applicable to such service or business.

Privacy Policy

Please review our Privacy Policy, which also governs your visit to www.tinyheaven.in, to fully understand our practices.

Terms and conditions are binding for all purchases

All orders are deemed offers for you to purchase our products. We may accept your offer by issuing a confirmatory e-mail and/or mobile confirmation of the products specified in your order. Our acceptance of each such offer is expressly subject to and conditioned on your assent to these terms and conditions of sale. No other terms and conditions will apply.

Electronic Communication

When you visit www.tinyheaven.in or send e-mails to us, you are communicating with us electronically. By communicating with us, you consent to receive communication from us electronically. We will communicate with you by e-mail or by posting notices on our website. You agree that all agreements, notices, disclosures, and other communications that we provide to you electronically satisfy any legal requirement that such communication be in writing.

Prices

All prices posted on this website are subject to change without notice. Prices prevailing at commencement of placing the order will apply. Posted prices includes all taxes and charges. In case there are any additional charges or taxes the same will be mentioned on the website.

Payment

All payments must be received by us prior to shipping unless the order is placed by using Cash on delivery (COD) payment mode. We accept payment by cheque/cash/draft, net-banking, credit card, debit card, cash card, mobile payments. EMI facility is also available with us.

Shipping and Handling

We will arrange for shipment of the products to you. Shipping schedules are estimates only and cannot be guaranteed. We are not liable for any delays in the shipments. Title and risk of loss and damages pass on to you upon the products delivery to you. In case reverse shipment cannot be arranged by us due to unavailability of our logistics partners, then in that case you may be requested to send such products through any available courier services.

Return of Products by you

We will accept the return of the products, provided such return is for products that are defective, wrongly delivered, wrong product, damaged during transit, incomplete package etc. subject to the condition that we are informed about such discrepancies within 72 hours from the date of receipt of the product and provided that the products are returned in their original condition. However, in case of transit damages, the issue has to be reported within 48 hours, after which we may not be able to accept the complaint.

Easy replacement

Tiny Heaven offers easy replacement for all products sold on www.tinyheaven.in, under certain conditions which are mentioned below.

- Customers will notify us of any damage or defect within 72 hours from the date of receipt of delivery of the products.
- In case of transit damages, the issue has to be reported within 48 hours, after which we may not be able to accept the complaint.
- We may ask you to share the images of the product and the internal & external packaging material.
- Once we agree to replace, the defective/damaged product will be replaced with a brand new product at no extra cost.
- In case customer fails to inform Gifto within the stipulated time frame, Gifto reserves the right to accept or reject such request at its discretion.
- Gifto will try to replace the specific product ordered. However, the company reserves the right to offer an alternate product in case the product is Out of Stock or Discontinued by the manufacturer.
- The replacement guarantee is valid only in cases of manufacturing defects and transport damages.

Return policy is not valid for perishable products such as Cakes, Flowers, Chocolates, etc. If one comes across any issue with these products, they are advised to contact our customer support team within 24 hours. We will try to resolve the complaint in the best possible manner; however, it's not guaranteed that we'll be able to provide replacement/refund request.

Damages due to normal wear & tear and negligence on part of the customer or Digital content such as e-books is not returnable at all.

Changes and Cancellation

Any item additions, quantity changes or specification changes made to accepted orders will be modified in the order details. All sales are final, provided, however, item cancellations and quantity reductions may be made before the order is shipped. We may, without liability, cancel any accepted order before shipment if our credit department does not approve your credit or if there are other problems with the payment mode selected by you.

Cancellation of Order by Gifto

Gifto reserves the right to refuse or cancel any order placed for a product due to any of the below reasons:

- Technical issues related to pricing information.
- Non-availability of the product(s).
- Payment problem identified by Fraud Detection Department.

This shall be regardless of whether the order has been confirmed and/or payment been received. 100% payment shall be refunded and the User shall be informed of the same.

Note: We may put additional checks and verifications or seek more information before accepting any order. We will contact you if all or a part of your order is cancelled or if additional information is required to accept your order.

Restocking charges

www.tinyheaven.in reserves the right to charge restocking fee of 25% of the order value on International books. All other product categories will attract a restocking fee of 10% of the order value.

Refund will be made within 7-10 working days after deducting applicable restocking fee.

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Your Account

Protection of Your Account: You are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer. You shall be responsible for all activities that occur under your account or password.

Use by Children: www.tinyheaven.in does sell products for children, but it sells them to adults. If you are under age of 18 years, you may use www.tinyheaven.in only with involvement of a parent or guardian. www.tinyheaven.in and its affiliates reserve the right to refuse service, terminate accounts, remove or edit content, or cancel orders in their sole discretion.

Gift Voucher/Wallet/Prepaid Credit (the "Credit")

- The Credit cannot be exchanged for cash or cheque.
- The holder of the Credit is deemed to be the beneficiary.
- The full amount of Credit can be applied to only one account on www.tinyheaven.in.
- Credit cannot be used with other promotional offers on www.tinyheaven.in.
- The Credit can be redeemed on www.tinyheaven.in.
- Gift Voucher hard copies shall be mailed to the Customer.
- Gift Voucher is valid for 6 months from the date of purchase. On request from Customer, Gift Vouchers can be emailed either to the registered email ID of Customer or any other email ID designated by Customer, once the Order has been processed.

Reviews, Comments, Communications, and other content

Nature of content:Visitors to www.tinyheaven.in may post reviews, comments and other content; send e-cards and other communications; and submit suggestions, ideas, comments, questions or other information, as long as the content is not illegal, obscene, threatening, defamatory, invasive of privacy, infringing of intellectual property rights to otherwise injuries to third party or objectionable and does not consist of or contains software virus, political campaigning, commercial solicitation, mass mailing or any form of spam.

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Risk of Loss

All items purchased from www.tinyheaven.in are made pursuant to the shipment contract. This means that the risk of loss and title for such item passes on to you upon the products delivery.

Product Description

www.tinyheaven.in and its affiliates attempt to be as accurate as possible. However, www.tinyheaven.in makes no warranties that the product description and any other content of its site are accurate, complete, reliable, current or error free. The product offered by www.tinyheaven.in itself is not as described and its sole remedy is to return in its unused condition.

Site Policies, Modification, and Severability

Please review our other policies. We reserve the right to make changes to our website, policies, and these Terms and Conditions at any time. If any of these conditions shall be deemed invalid, void, or for any reason unenforceable, that condition shall be deemed severable and will not affect the validity and enforceability of any remaining conditions.

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