

Return exchange policy

Returns and Exchange Policy : if you absolutely must! 😊

Our garments and accessories are made with utmost care and love to dress you up perfectly.

All embellished garments come with care instructions and our Dressmakers kit with extra beads and embellishments in case your garment needs a little fix-me-up! We have made every effort to display as accurately as possible the colors and details of our products that appear on the site. However, as computer monitors vary, we cannot guarantee that your monitor's/smart phone's/iPad's display of any color will be completely accurate.

Since all our garments and accessories are Made-to-Measure/order, we do not offer refunds on any goods once sold. Irrespective of a domestic or international order, neither on off the rack nor on made to order pieces

However, if there is a genuine quality defect on a custom order (not from the sale section) , then at our sole discretion, sold goods may be exchanged for a store credit if they meet our terms and conditions.

Our Exchange/Return policy is subject to the following:

- If the merchandise you have ordered from us is not received in good condition, is damaged or defective.
- If there is an irreparable technical issue with an altered/ordered piece against the client specifications, for example – sizing issue, fabric covering, color mismatch, length issue, etc.

In all the above scenarios, the client must notify the customer care team about the issue over email at sales@youngberry.co.in or over a call or Whatsapp during business hours but most importantly with an email stating the concerns clearly along with the images of the problem areas in the outfit within 24 hours of receiving it.

However, it is only after receiving an acknowledgment of the same from Youngberry, you may send the outfit back to us for the necessary corrective actions. Unsolicited returns will not be received without authorization. The customer will be responsible to pick-up products sent without prior intimation. Once the garment is received by Youngberry Studio, please be informed that the sole discretion of accepting the return and/or exchange of the rejected piece lies with Youngberry only based on the timelines and quality of the returned piece. While returning the outfit please ensure that the merchandise is unused, and is in a properly sealed condition as you received it, with its original packaging.

The decision however will be taken within 2-3 business days of receiving the outfit and you will be duly notified of the same.

All approved returns and/or exchanges are given in the form of credit notes with a maximum validity of 6 months and are redeemable solely at youngberry.com and any of the flagship stores across Ludhiana. The credit notes can be redeemed during the End of Season Sale period as well.

Disclaimer:

- All credit notes issued are for the MRP amount only and do not include any applicable shipping/duties or tax amount.
- No returns or exchanges are allowed on discounted outfits.
- All returns or exchanges are allowed for Youngberry

outfits bought from our own website and flagship stores only.

Order Cancellation Policy:

You have the option of cancelling your purchase if you really must. However, this is only allowed for 24 hours from the time of purchase. In this case, a refund in the form of a "Credit note" will be initiated within 7 business days from the date of order cancellation. The Credit note will be valid for 6 months from the date of order cancellation. For any cancellation requests received after 24 hours from the time of purchase, Youngberry shall have no liability in relation to any claim for a refund.

Disclaimer:

1. In case you wish to change your order, any difference in the price of the revised order shall be payable prior to updating your order.
2. If the price of the new order is lesser than the original order, a credit note will be issued against the balance amount.