

PRIVACY POLICY FOR Aurelix International/

This Privacy Policy elucidates the collection, usage, and dissemination of personal information by Aurelix International ("Aurelix International" or "we") when you visit or make a purchase from our website at www.kalaknot.com (the "Site").

PERSONAL INFORMATION WE COLLECT

Upon visiting the Site, we automatically gather certain information about your device, including details about your web browser, IP address, time zone, and specific cookies installed on your device. Moreover, we collect information regarding the individual web pages or products you view, the websites or search terms that directed you to the Site, and how you interact with the Site. This automatically-collected information is termed as "Device Information."

We gather Device Information using cookies, log files, web beacons, tags, and pixels.

When you make a purchase or attempt to do so through the Site, we collect certain information from you, including your name, billing address, shipping address, payment details (including credit card numbers etc.), email address, and phone number. This information is referred to as "Order Information."

When we mention "Personal Information" in this Privacy Policy, we denote both Device Information and Order Information.

HOW DO WE UTILIZE YOUR PERSONAL INFORMATION?

We utilize the Order Information we collect to fulfil any orders placed through the Site (including processing your payment details, arranging for shipping, and providing you with invoices and/or order confirmations). Additionally, we employ Order Information to communicate with you, screen orders for potential risks or fraud, and furnish you with information or advertising regarding our products or services in line with the preferences you have shared with us.

We employ the Device Information we collect to help us screen for potential risks and fraud, and more broadly to enhance and optimize our Site by generating analytics about how our customers browse and interact with the Site, and to assess the efficacy of our marketing and advertising campaigns.

SHARING YOUR PERSONAL INFORMATION

We share Personal Information with third parties to assist us in using your Personal Information, as elaborated above. For instance, Google Analytics to comprehend how our customers use the Site. We may also share your Personal Information to adhere to applicable laws and regulations, respond to a lawful request for information we receive, or otherwise protect our rights.

BEHAVIOURAL ADVERTISING

We utilize your Personal Information to offer you targeted advertisements or marketing communications that we believe may be of interest to you. You can opt out of targeted advertising by following the links provided in our Privacy Policy.

DO NOT TRACK

Please be aware that we do not modify our Site's data collection and usage practices when we detect a Do Not Track signal from your browser.

DATA RETENTION

Upon placing an order through the Site, we will retain your Order Information for our records unless and until you request us to delete this information.

CHANGES

We may revise this privacy policy periodically for operational, legal, or regulatory reasons. We encourage you to periodically review this Privacy Policy.

CONTACT US

For further information about our privacy practices, if you have questions, or if you would like to lodge a complaint, please contact us using the contact information provided below:

info@kalaknot.com

Aurelix International

Vijal, Behind Cricket Ground,

Manickpur, Vasai, Maharashtra: 401202.

Cancellation Policy

Thank you for shopping with www.kalaknot.com. Our customers are our priority and we are grateful for your support.

Please read the following terms regarding order cancellations carefully:

Cancellation Before Dispatch

Orders can be cancelled without any deduction if the request is received before dispatch. A full refund will be issued to the original payment method. In case a prepaid order is cancelled more than once consecutively, the refund may be processed in the form of store credit to prevent misuse.

Cancellation After Dispatch

Once an order has been shipped or handed over to the courier, it cannot be cancelled. If the package is not accepted on delivery and is returned to our warehouse, a flat fee of Rs. 190 will be deducted to cover courier and processing charges. The remaining amount will be refunded to the original payment method after the product is received back.

Non-Receiving of Prepaid Orders

If a prepaid order is not accepted or the customer is unavailable during delivery, it will be treated as a cancellation after dispatch. A flat fee of Rs. 190 will be deducted, and the remaining amount will be refunded once the parcel is received back at our warehouse. Repeated non-acceptance of prepaid orders may lead to restrictions on prepaid order eligibility.

How to Cancel Your Order

To initiate a cancellation request, email us at info@kalaknot.com with your Order Number or use the cancellation request option available on our Contact Us page.

Additional Information

Cancellation is not possible once the product is delivered. After delivery, the return policy will apply. KalaKnot reserves the right to amend or update this cancellation policy at any time, with changes reflected on the website.

For any queries or assistance, please contact us at info@kalaknot.com

Thank you for choosing KalaKnot.

Sincerely,

Team KalaKnot

Data Deletion

Data Deletion Instructions

At **KalaKnot**, we respect your privacy and your right to control your personal information. If you wish to have your data removed from our systems, please follow the instructions below.

1. Data we store

Depending on how you have interacted with us, we may have stored:

- Name
- Email address
- Contact number
- Shipping/billing address
- Order history
- Account login information (if you created an account)
- Any communication you have had with our support team

2. How we delete your data

Email your Data Deletion request on email along with your:

- Full name
- Email address used for orders
- Any other details regarding information given in the transaction

Upon receiving your email:

- We will verify your identity to ensure the request is genuine.
- Once verified, we will delete your personal data from our records within **30 business days**.
- We will send you a confirmation email once your data has been deleted.

3. Exceptions

Information we shall retain for legal compliance:

- Tax records
- Transaction details
- Order details

Contact Us

If you have questions about our data deletion process, contact us at:

✉ info@kalaknot.com

Return/Exchange & Refund Policy

Thank you for choosing KalaKnot for your shopping needs. At KalaKnot, we value your satisfaction and strive to provide you with the best products and customer service possible. To ensure transparency and a smooth post-purchase experience, please review our Exchange and Return Policy.

⚠ Important Note (Please Read Before Placing an Order)

Products purchased on SALE are strictly non-returnable and non-exchangeable. This includes discounted items, promotional bundles, and products bought during offer periods.

Returns Policy:

You have 7 calendar days from the date of delivery to return an item. To be eligible, the item must be unused and in its original condition, including packaging, tags, and labels. Proof of purchase such as an invoice or delivery note is required. KalaKnot reserves the right to refuse returns if the product is not in original condition, is damaged, or has missing parts. A flat return processing fee of Rs.190/- will be applicable. Customers may also choose to self-ship the product by contacting info@kalaknot.com for the return address.

Shipping for Returns:

Customers are responsible for shipping the return package. KalaKnot can arrange reverse pickup at Rs.190/- subject to service availability. Shipping charges are non-refundable. Please mention your KalaKnot Order ID and name on the package and share tracking details via email for smooth processing.

Non-Returnable Items:

Items purchased on sale are non-returnable and non-exchangeable. KalaKnot reserves the right to refuse returns or exchanges at its discretion.

Exchange Policy:

Exchange requests must be made within 7 calendar days of delivery. Items must be unused and in original condition with packaging intact. Exchanges are subject to availability. If the requested product is unavailable, a refund will be processed. Customers are responsible for shipping the item. KalaKnot can arrange pickup at Rs. 190, subject to availability.

Refund Policy:

Once the return is received and inspected, you will be notified of the status. The refund process may take up to 7 working days. For prepaid orders, approved refunds will be credited to the original payment method. Express shipping charges are non-refundable. The amount may reflect in your account within 10–15 days depending on your bank. For COD orders, bank or UPI details must be shared via email along with the courier receipt.

Treatment of Discounts:

Any discount applied using a coupon code will be proportionately deducted from the refund or exchange amount.

General Terms:

KalaKnot reserves the right to update prices, policies, and terms without prior notice. All updates will be reflected on the website. These terms apply to all customers shopping on www.kalaknot.com

Contact Us:

For any queries regarding returns, exchanges, or refunds, please contact info@kalaknot.com

Thank you for choosing KalaKnot.

Sincerely,

Team KalaKnot