



## Returns

Eshaku has a 10 day return policy. If your purchase (delivered to you) is more than 10 days old, we unfortunately cannot refund or exchange. We will however give you a good offer on your next purchase as relations are more important for us.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

We'll refund your order with no questions asked, in the same condition with the packaging back to us unused and sealed within 10 days from purchase.

## Refunds (if applicable)

Once your return is received and inspected, we will notify you that we have received your returned item and also of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your card or original method of payment, within a certain amount of days. In case of COD, we'll issue a cheque or send by IMPS whichever is convenient to you.

## Cancellations

For Cancellations please contact us within 24 hours of placing the orders online.

Requests received after dispatch details and tracking code sharing will not be cancelled.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

### Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [eshaku.co@gmail.com](mailto:eshaku.co@gmail.com) and send your item to:

### Shipping

To return your product, you should mail your product to: Eshaku Coffee & more Shop No 4, Rambhuvan Residency, Opp Swaminarayan Mandir, Rajaji path, Dombivli east 421201.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

Lastly, we believe Business is built on relations and we place our customers delight above money and policy matters.