Cancellation and Refund Policy

India Wins is operated by Tarazzi Enterprises. Effective 6 November 2026. This policy covers cancellations, returns, exchanges, and refunds on indiawins.co.in and any India Wins customer app.

1. Scope

Read this policy with the Terms and the Shipping and Delivery Policy. Rights you have under consumer law still apply. The conditions below for a change of mind do not remove those rights.

2. Cancellation before and after dispatch

Contact India Wins promptly with the order number if you want to cancel. An order can generally be cancelled before it is dispatched from the Bengaluru dispatch office, unless customised or made-to-order work has already started and that limit was shown before you bought.

Once the goods have been dispatched, a prepaid order and a cash on delivery order are no longer treated as unshipped orders that can simply be cancelled. Refusing delivery, or changing your mind after dispatch, does not by itself mean a full refund. A return after delivery is considered under the return conditions below.

For a change-of-mind return that is accepted after dispatch, you bear the delivery charge already shown, any packing cost that was shown separately, and the cost of sending the goods back, where the law allows. These are not hidden penalties. If you have already paid, those agreed amounts may be deducted from the refund.

If India Wins cancels a paid order because the product is unavailable, eligibility cannot be confirmed, or for another reason on the shop's side, the amount received for the cancelled item and the applicable delivery charge is refunded as the law requires. That is not treated as a change of mind.

3. Returns for eligible products

You may ask to return an eligible product within 7 calendar days of delivery. It should be unused, not customised, and sent back with its original accessories and packaging

where you still have them.

Write or call within that time with the order number and the reason. The shop will say whether the return is eligible, tell you any shipping or packing amount you would pay, and give return instructions before anything is sent.

The goods must reach the Bengaluru shop and be inspected before a return refund is approved. If an item has been used, damaged after delivery, altered, or is no longer reasonably saleable because of how it was handled, the shop may decline that change-of-mind refund and will explain the decision if you ask.

That condition is not used to refuse a remedy where the product arrived defective, damaged in transit, materially unlike its description, or different from what you ordered. Damage during a return the shop arranged is looked at on the facts and is not automatically treated as your fault.

4. Products with special conditions

Personalised, made-to-order, engraved, specially produced, or hygiene-sensitive goods may be excluded from a change-of-mind return where that exclusion is shown before purchase and the law allows it.

An exclusion does not remove a remedy for a manufacturing defect, transit damage, a wrong item, or a material misdescription.

5. Defective, damaged, or incorrect products

If an item arrives damaged, defective, materially unlike its description, or different from what you ordered, contact the shop as soon as you reasonably can. Visible transit damage is best reported within 48 hours, and a wrong item within 7 days, so it can be investigated quickly.

Those periods are guidance. They are not deadlines that cancel rights under consumer law. Photographs help. An unboxing video is not required.

After checking, the shop will arrange a replacement, an exchange, a repair where that applies, or a refund. Where India Wins supplied a defective, damaged, or wrong item, the shop bears the reasonable cost of the return.

6. Return shipping

Where the return is because a product was defective, damaged in transit, wrongly supplied, or materially misdescribed, India Wins arranges or pays the reasonable cost of the return and of sending a replacement.

For a change of mind accepted after dispatch, you bear the cost of the return and any original delivery charge, and any separate packing cost, that was shown and that the law allows the shop to deduct. Those amounts are told to you before the return is arranged. If you are to send the parcel to the shop, the return address and instructions are provided.

Charges are not imposed as undisclosed cancellation penalties and are not used to deny a statutory remedy. If a courier damages a properly packed item and that is not your doing, the shop investigates before deciding the refund.

7. Inspection, the refund amount, and timing

A refund for a returned product is approved after the goods reach India Wins, are inspected, and meet the return conditions. If a change-of-mind return is rejected after inspection, the shop will say so. A cancellation before dispatch, or a cancellation by the shop, does not require the product to come back.

Approved refunds are sent to the original payment method where that can be done. For cash on delivery, or where the original method cannot receive a refund, the shop will ask for bank or UPI details through a secure channel.

A refund is initiated within 5–7 working days after a pre-dispatch cancellation is approved, or, for a return, after the item has been received, inspected, and approved. Your bank, UPI app, or card issuer may take more time to show the credit.

For an eligible change-of-mind return after dispatch, the refund may be reduced by the actual return-shipping charge and by delivery or packing charges that were clearly shown and that the law allows. Any deduction is explained. Where the problem is the shop's, or you have a statutory right to a refund, the relevant costs are refunded as the law requires. There is no automatic payment-gateway deduction.

8. Exchanges

Where stock is available and the request qualifies, the shop may exchange a product for another size, colour, style, or variant, subject to the condition of the product, any stated

exclusion, and any difference in price.

If the exchange is a preference, such as a different size, colour, style, or finish, you pay the courier both ways: back to the shop, and out again with the replacement. The expected courier charges are disclosed before the exchange is arranged.

If the product is defective, damaged in transit, materially misdescribed, or different from what you ordered, India Wins bears the reasonable shipping cost of putting it right. A genuine defect is not treated as a preference exchange.

If the replacement is not available, the shop will discuss a refund, another product, or another lawful resolution.

9. Late or missing refunds

If you were told a refund was started and it has not appeared in the expected time, check the original payment method and contact the shop with the order number. The shop will check the payment status and share any refund reference it has.

You may also contact your bank or payment provider if the refund has been processed but is not yet in your account.

10. How to ask

Email drraopoma@gmail.com or call +91 9392814153 / +91 9736321919. Include the order number, your contact details, the items, and a short explanation. Photographs help for damage or a wrong product.

Consumer grievances are acknowledged within 48 hours and addressed within one month. That grievance period is separate from the time needed to process a particular approved refund.

Contact and grievance redressal

India Wins is operated by Tarazzi Enterprises.

Business address: 56/4, 1st Main, 1st Floor, above Apollo Pharmacy, near Santhi Nagar Bus Depot, Sudhama Nagar, Lal Bagh, Bengaluru, Karnataka 560027, India.

Customer support and grievance email: drraopoma@gmail.com. Telephone: +91 9392814153 / +91 9736321919. Website: https://indiawins.co.in.

Designated Grievance Officer: Dr. Daggupati Rama Rao, business operator and grievance officer.

Consumer complaints are acknowledged within 48 hours of receipt and addressed within one month. The same email and phone numbers are used for support and grievances.