

TERMS & CONDITIONS

Please read carefully before placing your order

1. GST & Taxation

All products, shipping charges and installation charges are subject to **18% GST** as per applicable Indian tax regulations. If you require your GST details to be reflected on the tax invoice, kindly share them prior to placing your order. Once a tax invoice has been generated, GST details cannot be added or modified, they can only be incorporated at the Proforma Invoice (PI) stage. We strongly recommend sharing all billing information at the time of order confirmation to avoid any discrepancies.

2. Payment Terms

- **70% advance** is required to confirm and commence your order.
- **30% balance** is to be cleared before the piece is dispatched.

Before dispatch, we will share photographs and videos of the completed piece for your review and approval. We will only proceed with packaging and shipping once you are fully satisfied with the final product.

3. Handmade Products & Customisations

All our products are handcrafted, and natural variations in size, colour, finish, and texture are inherent to the process — not defects. Each piece is unique, and minor differences from reference images or previous orders are to be expected.

All agreed customisations will be clearly documented in the Proforma Invoice and/or Tax Invoice. **Any changes must be formally incorporated into a revised PI or invoice before production begins.** Verbal or informal requests cannot be entertained.

Regarding colour customisations specifically: colour selections must be communicated as early as possible in the process. If colours are provided at a later stage, please note that we require **a minimum of 7 working days** from the date colours are confirmed before the piece can be dispatched. We maintain planned production schedules and cannot accommodate last-minute colour inputs within shorter timelines.

4. Delivery Timelines

All delivery timelines are tentative estimates and subject to change. Our work involves sensitive natural materials such as clay, which are susceptible to seasonal and environmental conditions. **During monsoon season, drying and curing processes may take significantly longer.** There is also an inherent risk of breakage or cracking during production, which may require a piece to be remade.



Our commitment is always to deliver a product of the highest quality. **If extending the timeline ensures a better outcome, we will do so and keep you informed throughout. We appreciate your patience and ask that you account for this flexibility in your project planning.**

Regarding dispatch readiness: we do not pre-package finished pieces and store them indefinitely. The bubble wrap and protective packaging materials we use can flatten and deteriorate over time, increasing the risk of damage during transit. When you confirm you are ready for delivery, **we take 2–3 working days to properly package the piece before dispatch.** Same-day or next-day dispatch is not possible regardless of circumstances. Please plan accordingly.

5. Installation

Installation is an additional service and is not included in the product price unless explicitly stated in the invoice.

Site readiness requirements:

- Site photographs must be shared with us in advance so we can assess readiness.
- For all our ceiling lights and suspended fixtures, plywood support must be in place and all electrical wires must be pulled out and accessible prior to our visit.
- If a driver or electrical component needs to be installed, the designated position must be prepared and ready.

We plan our installation schedules one week in advance. Please ensure your site is fully ready before scheduling — we should be the last vendor on-site. If we arrive and the site is not ready, the visit will still be charged in full.

Installation is charged on a per-day basis (10am to 8pm), based on the number of days our team is required on-site — not per piece installed. Final installation charges will be confirmed once site details are reviewed.

6. Damage in Transit

We take full responsibility for any damage that occurs during transit. **However, all product boxes must be opened and inspected within 48 hours of delivery.** Any damage, missing parts, or breakage must be reported to us within this window, with supporting photographs or video.

Claims raised after 48 hours of delivery cannot be accepted. Any repairs, replacements, or missing parts reported beyond this timeline will be treated as a fresh order and charged accordingly.

7. Cancellation Policy

Custom & made-to-order pieces: once production has commenced on a customised piece, the order cannot be cancelled under any circumstances. No refunds will be issued.

Catalogue pieces: for products ordered in the exact size and colour as listed on our website/shop page, a store credit may be issued if a cancellation request is made within two weeks of placing the order. No cancellations will be accepted beyond this period, and no cash refunds will be issued under any circumstances.



8. Intellectual Property

All designs, artwork, and creative concepts produced by us remain our exclusive intellectual property. Designs, drawings, or concepts shared with you during the course of an order are for your personal reference only and may not be reproduced, shared, or used by any third party without our prior written consent.

By placing an order with us, you confirm that you have read, understood, and agreed to all of the terms and conditions outlined above.

If you have any questions, concerns, or would like to discuss any of the above before committing to your order, we warmly encourage you to reach out to us. We are happy to clarify anything and ensure you feel confident before proceeding. However, once an order is placed, these terms and conditions are considered accepted in full, without exception. No claims or disputes arising from matters covered above will be entertained post-order.

