

## Privacy policy

At Auraava, we value your privacy and are committed to safeguarding your personal information. This Privacy Policy outlines how we collect, use, and protect your data when you visit our website or make a purchase. By using our services, you agree to the terms outlined in this policy.

**Information We Collect:** We collect personal information that you provide to us, such as your name, email address, shipping address, and payment details when you make a purchase. Additionally, we may collect data about your browsing behaviour on our website to improve your experience and offer relevant products and services.

**How We Use Your Information:** We use the information you provide to process orders, enhance customer service, and send updates about your orders or promotions. We may also use your data to improve our website functionality and personalize your shopping experience.

**Data Security:** Your personal information is stored securely, and we take appropriate measures to prevent unauthorized access, alteration, or disclosure. We implement industry-standard encryption protocols during the checkout process to ensure your payment details are protected.

**Cookies and Tracking:** Our website may use cookies to enhance your browsing experience. These cookies help us analyse site traffic, improve website functionality, and offer tailored content. You can adjust your browser settings to disable cookies, but doing so may affect the performance of certain features on our site.

**Third-Party Disclosure:** We do not sell, trade, or rent your personal information to third parties. However, we may share your data with trusted service providers who assist with order fulfilment, payment processing, or marketing campaigns. These third parties are obligated to keep your data secure and use it only for the purposes we specify.

**Your Rights:** You have the right to access, update, or delete your personal information at any time. If you wish to review or modify your details, or if you would like to opt out of receiving promotional communications, please contact us.

**Policy Changes:** Auraava reserves the right to modify this Privacy Policy at any time. Any changes will be posted on this page, and we encourage you to review it periodically.

If you have any questions about our privacy practices, please don't hesitate to reach out to our customer support team. Your privacy is our priority, and we are committed to protecting it at all times.

## Refund policy

At Auraava, we strive to provide you with a delightful shopping experience and high-quality products. However, if you are not completely satisfied with your purchase, we are here to help. Please review our return and refund policy below:

**Returns:** We accept returns on unopened and unused products within 30 days from the date of purchase. To be eligible for a return, the product must be in its original, unopened packaging, and in resalable condition. If the product has been opened or used, it cannot be returned for a refund.

## How to Return:

Contact our customer support team at [customer@auraava.com](mailto:customer@auraava.com) to initiate the return process.

Provide your order number and details about the product you'd like to return.

Once your return is approved, we will provide you with instructions on how to send the item back.

Refunds: Refunds will be issued to the original payment method once the returned item is received and inspected. Please allow 5-7 business days for the refund to be processed. Shipping costs are non-refundable, and the customer is responsible for the return shipping fees unless the return is due to a mistake made by Auraava (e.g., damaged or incorrect product).

Exchanges: If you received a damaged or incorrect item, please contact us immediately, and we will gladly arrange an exchange at no additional cost to you.

## Non-Refundable Items:

Products that have been opened or used.

Sale or discounted items.

**Damaged or Incorrect Items:** In the rare event that you receive a damaged or incorrect item, please contact our customer service team within 7 days of receiving the product. We will assist you in resolving the issue, either through an exchange or a refund.

**Contact Us:** For any questions regarding returns, refunds, or exchanges, please don't hesitate to reach out to our customer service team. We are here to ensure your satisfaction with every purchase.

## **Shipping policy**

At Auraava, we are committed to providing a smooth and efficient shopping experience for all our customers. Below is our Shipping Policy, which outlines how we handle orders, shipping fees, delivery times, and more. Please read through it carefully.

### **1. Shipping Locations**

We are pleased to offer shipping to [insert countries or regions, e.g., the United States, Canada, Europe, etc.]. If you are located outside of these areas, please contact our customer service for special requests.

### **2. Processing Time**

All orders will be processed within 2-3 business days of receipt, excluding weekends and holidays. Orders are processed once payment is confirmed, and we will send you a confirmation email once your order has been shipped.

### **3. Shipping Methods and Fees**

Shipping fees are calculated at checkout based on the shipping method chosen and the destination of the order.

**Standard Shipping:** Estimated delivery time is 5 to 7 business days.

**Expedited Shipping:** Estimated delivery time is 3 to 5 business days.

**International Shipping:** Estimated delivery time varies depending on the destination country (typically 10 to 15 business days).

Please note that shipping costs may vary depending on the weight of the products and the destination of the order.

#### **4. Tracking Your Order**

Once your order has been shipped, you will receive a tracking number via email. You can use this number to track your order's status on the respective carrier's website.

#### **5. Delivery Times**

Domestic Orders: Delivery time within India is typically 3 to 5 business days after the order is processed.

International Orders: Delivery time for international orders depends on the destination and can take up to 10 to 15 business days.

Please note that delivery times are estimates and may vary due to factors such as customs processing or shipping carrier delays.

#### **6. Shipping Delays**

While we strive to process and ship orders as quickly as possible, shipping delays may occasionally occur due to:

High demand or promotional periods.

Carrier delays or service interruptions.

Customs delays for international shipments.

If your order is delayed, we will do our best to notify you and assist with tracking.

#### **7. Customs, Duties, and Taxes (For International Orders)**

For international orders, the recipient may be subject to additional duties, taxes, or customs charges imposed by the destination country.

These charges are the responsibility of the customer and are not included in the shipping cost at checkout.

We recommend checking with your local customs office to determine any additional charges before making your purchase.

#### **8. Order Issues**

If you encounter any issues with your order, such as damaged or incorrect items, please contact our customer service team within 5 days of receiving your order. We will resolve the issue as quickly as possible.

#### **9. Undeliverable Orders**

In the event that an order is undeliverable due to an incorrect address, refusal, or other reasons, we will notify you and arrange for re-shipment or a refund, subject to our Return and Refund Policy.

#### **10. Lost or Stolen Packages**

Auraava is not responsible for lost or stolen packages once they have been marked as delivered by the carrier. However, we will work with the carrier to assist in resolving any issues if possible.

#### **11. Contact Information**

If you have any questions or concerns about our shipping process, please feel free to contact us:

Email: [customer@auraava.com](mailto:customer@auraava.com)

Phone: +91 9718370125

Address: 1186, Sec-23A, Faridabad, Haryana-121005

By placing an order with Auraava, you agree to the terms outlined in this Shipping Policy. Thank you for choosing us, and we hope you enjoy our products!

This shipping policy should be tailored to reflect your specific practices, locations, and procedures. You may also want to consult with a professional to ensure it complies with the applicable regulations in your jurisdiction.

## **Terms of service**

Welcome to Auraava. By accessing or using our website, making a purchase, or engaging with our services, you agree to comply with and be bound by the following Terms and Conditions. Please read them carefully.

If you do not agree with these terms, please refrain from using our website or purchasing from us.

### **1. General Information**

Company Name: LS Essence

Business Address: 1186, Sector-23A, Faridabad, Haryana-121005

Email: [auraavacare@gmail.com](mailto:auraavacare@gmail.com)

Phone: +91 9718370125

### **2. Use of Website**

By accessing our website, you confirm that you are legally able to enter into binding contracts and that you will not use the site for any unlawful activities. You agree to:

Not copy, modify, or distribute any content from our website without our consent.

Not use our website in any manner that may damage, disable, or impair its functioning or interfere with the enjoyment of other users.

### **3. Account Registration**

To make purchases or access certain features, you may be required to create an account with us. You agree to:

Provide accurate, current, and complete information during registration.

Keep your account information secure, and notify us immediately of any unauthorized access to your account.

### **4. Product Information and Availability**

All products and services on our website are described to the best of our knowledge. However, we do not guarantee the accuracy, completeness, or reliability of product information, including images, prices, or availability.

Product availability may change, and we reserve the right to modify or discontinue products without prior notice.

### **5. Orders and Payments**

By placing an order, you agree to purchase the products at the prices stated and subject to the availability of the items.

Orders will only be accepted once payment has been successfully processed.

We accept [list of payment methods, e.g., credit cards, debit cards, PayPal].

Prices displayed on the website are in Indian rupees, and all applicable taxes, shipping fees, and import duties (if any) will be added at checkout.

## **6. Shipping and Delivery**

Shipping fees will be calculated at checkout.

Orders will typically be processed within 2-3 days. Delivery times will vary based on your location and the chosen shipping method.

We are not responsible for delays caused by third-party shipping carriers or customs regulations.

## **7. Returns and Refunds**

If you are not satisfied with your purchase, you may be eligible for a return or exchange under our Return and Refund Policy.

Products must be returned within 5 days of receipt, and they must be unused and in their original condition.

Shipping fees for returns or exchanges are non-refundable unless the return is due to a mistake on our part.

## **8. Privacy and Data Protection**

We respect your privacy and are committed to protecting your personal information. Please review our Privacy Policy to understand how we collect, use, and protect your data.

By using our website, you consent to the collection and use of your personal information as described in our Privacy Policy.

## **9. Intellectual Property**

All content on our website, including text, images, logos, and trademarks, is the intellectual property of Auraava and is protected by copyright and trademark laws.

You are prohibited from using, reproducing, or distributing any content from our website without prior written consent.

## **10. Limitation of Liability**

Auraava is not liable for any indirect, incidental, or consequential damages resulting from the use of our products or website, including but not limited to loss of profits, data, or goodwill.

Our total liability to you is limited to the amount paid by you for the product in question.

## **11. Termination**

We reserve the right to terminate or suspend your access to our website or services at our sole discretion if you breach these Terms and Conditions or engage in unlawful conduct.

## **12. Governing Law**

These Terms and Conditions shall be governed by the laws of India. Any disputes arising from these terms shall be resolved in the courts of Panchkula, Haryana.

## **13. Changes to Terms and Conditions**

We may update or amend these Terms and Conditions at any time. When changes are made, the updated date will be reflected at the top of the document. Continued use of our website after changes have been made constitutes acceptance of those changes.

By accessing or using our website and purchasing products from Auraava, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.