

# GENERIC Policies

## Shipping policy

If you have received a damaged product, we apologize. We are more than willing to help you out. Please click a picture for the product and email at [Info@winstoreglobal.com](mailto:Info@winstoreglobal.com)  
We will issue a refund or store credit, whatever the client prefers.

### CONTACT INFORMATION

Questions about the policies should be sent to us at [Info@winstoreglobal.com](mailto:Info@winstoreglobal.com)

.Our contact information is posted below:

Winstore Global Welfare  
[Info@winstoreglobal.com](mailto:Info@winstoreglobal.com)

Address:

Sainik chauraha , Vikash bhawan road,Ghazipur (Uttar pradesh).

Phone no

+919162158 421

Your GST:

09AADCW1163E1ZH

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Shipping Policy - Orders are normally processed and shipped out from our warehouse within 1-2 business days. Additional processing time for large amount orders of 10 or more products are normally take a little bit long. All items are shipped out in a strong, sturdy box with speedy delivery service.

Domestic India states will receive their order within 5-6 business days once processed.

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## REFUND & RETURN

### Return Policy –

You can return products purchased from winstore global welfare within the specified return/exchange period i.e 7days, except for our non-returnable products.

Create a 'Return Request' under "My Orders" section of Website. Follow the screens that come up after tapping on the 'Return' button. Please make a note of the Return ID that we generate at the end of the process. Keep the item ready for pick up or ship it to us basis on the return mode.

We offer pick-up facility in selected locations basis our courier serviceability.

If reverse pick-up option is not available at your location you can self-ship the product to u.

**Pick-up:** If you select to schedule a pick-up, please place the product in a packet and the product must be unused, unwashed and all the tags are intact.Keep the packet ready and open to expedite the return pickup.

Our staff may initially examine the product at the time of pickup and a further quality check of the product will be conducted at our Returns Desk.

**Self-ship:** In case your area pincode is not eligible for “Pick-up” mode then, please self-ship the product to our Returns desk. Please pack the product and ensure product is unused, unwashed and all the tags are intact. Also, please mention Order No and Return id on a piece of paper and place it in the packet. Kindly address the package to the address of the Returns desk closest to you. We have listed out the addresses of the Returns desk in another section on this page.

We will send you a confirmation email as soon as we receive the shipment at our warehouse. At any time, you can track the status of your return request on Website.

If you would like to exchange products purchased from winstore global welfare please follow below mentioned steps:

You can create an exchange for products purchased from winstore global welfare within the specified return/exchange period (check product details page for the same) under “My Orders” section of Website. If your address is serviceable for exchange you will be able to proceed and generate an exchange id. Please note down your exchange id for future reference.

Place the product in a packet but do not seal it. Please ensure product is unused, unwashed with all the tags intact.

Hand over the original product to our delivery staff and receive the exchange item from him. Please ensure that you have the original item available with you at the same address which has been selected for delivery of the exchange item.

At any time, you can track the status of your exchange requests under “My Orders” of Website.

If the order is cancelled, lost or un-delivered to your preferred location, we will refund the complete order amount including the convenience fee, if paid online.

If you return an order delivered to you, order Convenience Fee will not be refunded. However, if you self – ship your returns, we will reimburse self – shipment charges based on Myntra ‘s Returns Policy. For accounts whose return behavior violates our fair usage policy, Convenience fee will be non – refundable irrespective of order value.

\*Order value is calculated after applying discounts/VAT/GST or any other.

**NOTE: NO PRODUCTS SHALL BE ACCEPTED IF THE WARRANTY CARD IS MISSING WHILE RETURN OR EXCHANGE OF THE PRODUCTS.**

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## **TERMS & CONDITIONS**

User Account, Password, and Security:

If You use the Platform, You shall be responsible for maintaining the confidentiality of your Display Name and Password and You shall be responsible for all activities that occur under your Display Name and Password. You agree that if You provide any information that is untrue, inaccurate, not current or incomplete, We shall have the right to indefinitely suspend or terminate or block access of your membership on the Platform.

You agree to immediately notify Winstore global welfare of any unauthorized use / breach of your password or account and ensure that you exit from your account at the end of each session.

- Services Offered:

winstore global welfare provides a number of Internet-based services through the Platform. One such Service enables Users to purchase original merchandise such as clothing, gowns and lifestyle brands (collectively, "Products"). The Products can be purchased through the Platform through various methods of payments offered. The sale/purchase of Products shall be additionally governed by specific policies of sale, like cancellation policy, exchange policy, return policy, etc. (which are found on the FAQ tab on the Platform and all of which are incorporated here by reference). It is clarified that at the time of creating a return request, users are required to confirm (via a check box click) that the product being returned is unused and has the original tags intact. If the product returned by the user is used, damaged or if the original tags are missing, the user's return request shall be declined, and the said product shall be re-shipped back to the customer. In the event that the return request is declined, the user shall not be eligible for a refund, and winstore global welfare

assumes no liability in this regard. Further, in the event that the user fails to accept the receipt of the said re-shipped product, the user shall continue to be not eligible for a refund, and winstore global welfare assumes no liability with respect to the return or refund for the said re-shipped product. In addition, these Terms of Use may be further supplemented by Product specific conditions, which may be displayed with that Product.

Winstore global welfare does not warrant that Product description or other content on the Platform is accurate, complete, reliable, current, or error-free and assumes no liability in this regard.

### 3. E-Platform for Communication:

You agree, understand and acknowledge that it is an online platform that enables you to purchase products listed on the Platform at the price indicated therein at any time. You further agree and acknowledge that winstore global welfare is only a facilitator and is not and cannot be a party to or control in any manner any transactions on Mynta.

- Indemnity:

You shall indemnify and hold harmless Mynta, its owner, licensee, affiliates, subsidiaries, group companies (as applicable) and their respective officers, directors, agents, and employees, from any claim or demand, or actions including reasonable attorneys' fees, made by any third party or penalty imposed due to or arising out of Your breach of this Terms of Use, privacy Policy and other Policies, or Your violation of any law, rules or regulations or the rights (including infringement of intellectual property rights) of a third party.