

Cancellation Policy

Introduction

At IMC MAK, we strive to provide a seamless shopping experience. We understand that there may be instances where you need to cancel an order. This Cancellation Policy outlines the conditions and procedures for cancelling orders. By placing an order with IMC MAK, you agree to the terms of this policy.

Order Cancellation

1. Cancellation Timeframe:

- You can cancel your order within 24 hours of placing it. After this period, the order may have already been processed and shipped, in which case it cannot be cancelled.

2. How to Cancel:

- To cancel your order, please contact our customer service team as soon as possible at namaste@alokvividh.com or +91 7553588840. Provide your order number and the reason for cancellation. We will confirm the cancellation and process any applicable refunds.

Refunds for Cancelled Orders

1. Refund Eligibility:

- If your order is cancelled within the 24-hour timeframe, you will receive a full refund. If the cancellation request is made after the order has been processed, it will not be eligible for a refund, and you may need to follow our return policy.

2. Processing Refunds:

- Refunds for cancelled orders will be processed using the original method of payment within [insert number] days of the cancellation confirmation.

3. Late or Missing Refunds:

- If you haven't received a refund within the expected timeframe, first check your bank account again. Then contact your credit card company, as it may take some time before your refund is officially posted. If you've done all of this and still have not received your refund, please contact us at namaste@alokvividh.com or +91 7553588840.

Exceptions

1. Custom or Personalized Orders:

- Orders for custom or personalized items cannot be cancelled once the production process has begun.

2. Expedited Orders:

- Orders with expedited shipping may not be eligible for cancellation if they have already been processed and shipped within the 24-hour cancellation window.

Changes to Orders

1. Modifying Orders:

- If you need to make changes to your order (such as updating the shipping address or changing the item), please contact us as soon as possible at namaste@alokvividh.com or +91 7553588840. We will do our best to accommodate your request, but we cannot guarantee changes once the order has been processed.

2. Order Updates:

- Once an order has been shipped, changes cannot be made. You may need to follow our return policy if you wish to exchange or return items.

Contact Us

If you have any questions or concerns about our Cancellation Policy, please contact us:

- **Phone:** +91 7553588840
- **Email:** namaste@alokvividh.com

Thank you for shopping with IMC MAK. We appreciate your business and are committed to providing you with excellent service.