

Cancellation Policy

This Cancellation Policy ("Policy") sets forth the terms and procedures governing the cancellation of orders placed by customers ("Users") for products ("Products") offered through SEVORA's official website, <https://sevora.com> , (the "Platform") operated under the brand name "SEVORA." This Policy outlines the circumstances under which an order may be canceled, either by the User or by SEVORA, and describes the applicable process for refunds and related conditions.

1. Cancellation by the User

1.1 Eligibility for Cancellation

Users are permitted to cancel an order after it has been successfully placed on the Platform, but before the Product has been dispatched by the supplier.

1.2 Procedure for Cancellation

To initiate the cancellation of an order, the User must follow these steps:

- ✧ Log in to their account on the Platform;
- ✧ Navigate to the 'My Orders' section within their profile;
- ✧ Select the specific order they wish to cancel;
- ✧ Click on the 'Cancel Order' button;
- ✧ Provide a reason for cancellation by selecting an option from the list displayed.

1.3 Permissible Grounds for Cancellation

Users may cancel an order for a variety of reasons, including but not limited to:

- ✧ The order was placed for testing or trial purposes;
- ✧ Multiple orders were placed unintentionally for the same Product;
- ✧ The estimated delivery date does not meet the User's requirements;
- ✧ The User wishes to change the shipping or billing address;
- ✧ The User has changed their mind about the purchase;
- ✧ The User intends to update payment details or contract terms;
- ✧ The User wants to modify the size, color, or other attributes of the Product;
- ✧ Any other personal or logistical reason deemed valid by the User.

2. Cancellation by SEVORA

2.1 Right to Cancel

SEVORA reserves the right to cancel an order, in full or in part, at any time from the moment the order is placed up until the point of delivery to the User.

2.2 Possible Reasons for Cancellation by SEVORA

An order may be canceled by SEVORA for any of the following reasons:

- ✧ The delivery address provided by the User falls outside SEVORA's serviceable areas;
- ✧ Delivery attempts have failed, and the Product has been returned to the seller;
- ✧ The Product has been lost or damaged in transit;
- ✧ Online payment was initiated but SEVORA did not receive payment confirmation;
- ✧ The billing or shipping address is incomplete or inaccurate;
- ✧ Shipment cannot be processed due to regulatory lockdowns or government restrictions;
- ✧ The order was automatically canceled by the Platform's system due to a high likelihood of return;
- ✧ The supplier has failed to meet SEVORA's standards for fair business practices;
- ✧ User confirmation could not be obtained during the delivery process;
- ✧ Cash on delivery (COD) was selected for a Product that is ineligible for COD;
- ✧ SEVORA is otherwise unable to fulfill the order due to operational, inventory, or unforeseen constraints;
- ✧ SEVORA determines, at its sole discretion, that cancellation is warranted for any other legitimate reason.

3. Refund Policy

3.1 Mode of Refund

If the User has already made a payment prior to the cancellation of the order, SEVORA will initiate a full refund of the paid amount. The refund will be processed to the original source of payment, including bank accounts, UPI IDs, or digital wallets.

In the event of any discrepancies or delays in receiving the refund, the User may be asked to provide relevant supporting documents such as a bank statement.

3.2 Promotional Offers

Any promotional codes, vouchers, or discounts applied at the time of order placement shall be forfeited upon cancellation of the order and will not be reinstated.

3.3 Refund Timelines

The estimated processing times for refunds are as follows:

Payment Method	Estimated Refund Time
Credit/Debit Card, Net Banking, UPI	3 to 7 Business Days

Please note that the actual crediting of the refund amount may vary based on the User's bank or payment service provider.

4. General Provisions

SEVORA retains the right to modify, update, or amend this Policy at any time, at its sole discretion, without prior written notice. It is the responsibility of the User to periodically review this Policy to stay informed of any changes.

For further assistance or inquiries related to cancellations, returns, replacements, or refunds, Users are encouraged to contact SEVORA's customer support at support@sevora.com.

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