

SHIPPING & DELIVERY POLICY

At THE RETROSIA, we take great care in ensuring your handcrafted products reach you safely and on time. This Shipping & Delivery Policy outlines our practices for dispatch, delivery, shipping charges, and related queries.

1. Order Processing Time

- All orders are processed **within 1–2 business days** after payment confirmation.
- During high-demand periods or for customized items, processing may take longer.
- You will receive an email confirmation with tracking details once your order is dispatched.

2. Shipping Methods & Delivery Time

We partner with reliable courier services such as (For domestic deliveries : BLUE DART, DELHIVERY, XPRESSBEES, ECOM EXPRESS, DTDC etc. and For international shipments : DHL, FedEx, UPS etc.)

Estimated delivery times:

- **Metro cities:** 3–5 business days
- **Other regions:** 5–7 business days
- **Remote areas / Northeast / J&K:** 7–10 business days
- **International Orders:** 10 – 15 business days (may vary depending on location and customs)

Please note: delivery timelines are estimates and may vary due to factors beyond our control (e.g. weather, strikes, festivals, courier delays, Customs).

3. Shipping Charges

- Shipping charges will be calculated at checkout based on product weight, dimensions, and delivery location.
- **Free shipping** may be available on select products as indicated on the website.
- Additional charges (if any) like packaging for fragile items will be clearly mentioned before payment.

4. Serviceable Locations

- We currently ship **across India**.

- Some pin codes may not be serviceable by our courier partners. We will inform you in such cases.
- For international shipping requests, please contact us at support@theretrosia.com before placing an order.
- We currently have temporarily paused international shipping. We will update you as soon as we resume the same.

5. Tracking Your Order

Once your order is shipped, we'll email you a tracking link and courier details.

You can also track your order status anytime from the “**My Orders**” section on our website.

6. Delays & Failed Deliveries

- In case of delay or failed delivery due to incorrect address, recipient unavailability or other issues, our team will reach out via phone/email/WhatsApp.
- If the package is returned to us, we can reship it once we confirm the correct address (re-shipping charges may apply).
- THE RETROSIA is not responsible for delays caused by courier partners, customs clearance (for international orders), or force majeure events.

7. Damaged or Lost Packages

If your package arrives **damaged**, **tampered**, or appears to be **lost in transit**, please contact us within **3 days** of delivery or expected delivery date.

Email: support@theretrosia.com

Include: Order ID, photos (if applicable), and a brief description of the issue.

We will initiate an investigation and arrange a resolution—either a replacement or refund—depending on the outcome.

8. Multiple Shipments

In some cases (e.g. bulk orders or different artisans), items in a single order may be shipped separately. You'll receive tracking information for each package.

9. Contact Us

For any shipping-related queries, feel free to contact our support team:

Email: support@theretrosia.com

Initiate Return / Exchange

We want you to love your purchase! If something isn't right, you can easily request a return or exchange within the timeframe below.

Eligibility for Return/Exchange

- Returns/exchanges are accepted **within 3 days** of delivery.
- Item(s) must be:
 - **Unworn, unused, and unwashed**
 - In **original packaging** with all tags intact
- Items not eligible:
 - **Final sale** or **clearance** items
 - **Personalized, custom, or intimate** products
 - Items returned in **damaged or used condition**

Exchange Policy

- Exchanges are allowed for **size or color changes only** (subject to availability).
- If the requested variant is not available, we'll issue a **store credit or refund**.
- We do not offer exchanges for a different product — in such cases, please place a new order and return the original item.

How to Initiate a Return or Exchange

1. Visit our [**Return Portal**] or email us at support@theretrosia.com
2. Provide your **order number** and reason for return/exchange
3. Choose:
 - **Pickup** by our courier partner (where available)
 - Or **self-ship** to our return address
4. Once we receive and inspect the item, your refund or exchange will be processed within **1–2 business days**.

Note : *Returns without prior approval may not be accepted.*

Refunds

- Refunds are processed to:
 - Your **original payment method** (Credit/Debit Card, UPI, Internet banking etc.)
 - Or as a **store credit** if requested
- Refunds take **1–2 business days** after item inspection
- Shipping charges (if any) are **non-refundable** unless the error was ours

Damaged or Wrong Item?

Please contact us within **3 days** of receiving your order with:

- Order ID
- Unboxing video or photo of the issue

We'll replace it or offer a full refund at no extra cost.

Need Help?

We're here for you!

- ✉ Email: support@theretrosia.com