Cancellation and refunds

When you can cancel, when you can return, and exactly how and when the money comes back.

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Cancelling an order

You can cancel an order at no cost at any time before it is handed to the courier. Email hello@catsofkochi.com with the order number; the full amount, delivery charge included, is refunded to the payment method you used.

Once the parcel has been handed to the courier an order cannot be cancelled. You can still return it under the section below, and a parcel you refuse at the door is treated as a change-of-mind return.

We may cancel an order ourselves if an item turns out to be out of stock, if a price or description on the site was wrong, or if payment could not be confirmed. In every such case we tell you why and refund the full amount, delivery charge included.

Returns

You may return an item within 7 days of delivery if it is:

- damaged on arrival, defective, or not what you ordered — we pay the return courier; or
- unused, in its original condition and packing, and you have changed your mind — you pay the return courier, and the original delivery charge is not refunded.

To start a return, email us within those 7 days with the order number, the reason, and — for a damaged, defective or wrong item — photographs. We reply within 2 working days with the return address and, where we are paying, the courier arrangement. Please do not send anything back before you have that reply.

What cannot be returned

- Prints and any other item made to order, unless it arrived damaged, defective or wrong. The product page says when an item is made to order.
- Items that have been used, washed, altered, or are not in their original packing.
- Items returned after the 7-day window.

Refunds — how and when

Refunds go back to the payment method you used, through Razorpay. We do not refund in cash or to a different account.

- Cancellation before dispatch: the refund is issued within 2 working days of your request.
- Return: the refund is issued within 7 to 10 working days after we receive the item and confirm its condition.
- Damaged, defective or wrong item where you choose a refund over a replacement: the refund is issued within 7 to 10 working days of our reply, without waiting for the return to reach us.

After we issue a refund, your bank or card issuer can take a further 5 to 7 working days to show it. We email you the refund reference when it is issued; quote it to your bank if it has not appeared after that.

A refund covers the price you paid for the item and the GST on it. The original delivery charge is refunded when we cancel, when you cancel before dispatch, and when the return is because of a damaged, defective or wrong item — not on a change-of-mind return.

Duplicate or failed payments

If you were charged twice for one order, or a payment was taken but no order was created, write to us with the Razorpay payment reference and we refund the extra amount within 2 working days of confirming it. Payments Razorpay reports as failed are not charged; if your bank shows a hold, it is released by the bank within its own timeline.

Where to write

hello@catsofkochi.com · +91 97405 97878 (10:00 to 18:00 IST, Monday to Saturday) Refunds are issued by Tinybridge Ventures Private Limited, the seller of record.

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