Terms and conditions

The agreement between you and the seller when you buy something here. Placing an order means you accept it.

Last updated 11 September 2026

Who you are dealing with

This site, https://catsofkochi.com/shop, is operated by Tinybridge Ventures Private Limited (“we”, “us”), trading as cats of kochi shop, registered at WeWork Galaxy, 43 Residency Road, Richmond Town, Bangalore 560025, Karnataka, India, GSTIN 29AAMCT7015P1ZJ. These terms, together with the privacy policy, shipping policy and cancellation and refunds policy, govern every purchase. Every way to reach us is on the contact page.

Who may buy

You must be at least 18 years old and able to enter a binding contract under Indian law, and you must give a delivery address in India. By placing an order you confirm both.

Products, prices and descriptions

We describe each item as accurately as we can, including any variation between one piece and the next, since many are made by hand or printed in small runs. Colours on a screen may differ from the object.

Prices are in Indian rupees and include GST at the applicable rate. Delivery charges, if any, are shown separately at checkout before you pay. We may change prices at any time; the price you pay is the one shown when you place the order.

If an item is listed at a price that is clearly wrong, or its description is wrong, we may cancel the order before dispatch and refund you in full. We will tell you why.

Orders and acceptance

An order is an offer to buy. We accept it when we hand the parcel to the courier and email you that it has been sent. Until then we may decline an

order — for example when an item is out of stock, when payment has not been confirmed, or when we cannot deliver to the address — and refund any amount paid in full.

The order confirmation email states what you bought, the price paid, the delivery address and the order number. Check it and tell us at once if anything is wrong.

Payment

Payments are taken by Razorpay Software Private Limited under its own terms. It handles cards, UPI, net banking and wallets; we never see or store your card number, UPI PIN or bank credentials. An order is placed only when Razorpay confirms the payment. If a payment fails or is left incomplete, no order exists and nothing is charged.

Delivery, cancellation, returns and refunds

Delivery is within India only, on the terms in the shipping policy. Risk in the goods passes to you on delivery; title passes when payment is received in full. Cancellation, returns and refunds are governed by the cancellation and refunds policy, which forms part of these terms. The cost of return shipping, and when it is ours and when it is yours, is stated there.

Your details

There is no account to make: you buy as a guest, and the only details the shop holds are the ones you give on the order. You are responsible for their being correct.

Content and intellectual property

The drawings, photographs, text and designs on this site and on the products are owned by us or used with permission, and are protected by Indian and international copyright and trademark law. Buying a product gives you the object, not the right to reproduce the design on it. You may not copy, sell, or use any of this content commercially without our written permission.

Acceptable use

You agree not to use the site for anything unlawful, to interfere with its operation, to place fraudulent orders, to use another person's payment method without authority, or to attempt to gain access to any part of it that is not meant for you. We may refuse service and cancel orders where we reasonably suspect any of these.

Our liability

Nothing in these terms limits any right you have under the Consumer Protection Act, 2019 or other law that cannot be limited. Subject to that, our total liability for any order is limited to the amount you paid for it, and we are not liable for indirect or consequential loss, or for delay or failure caused by events outside our reasonable control (including courier disruption, strikes, weather, and failures of payment or telecom networks).

Complaints and grievances

hello@catsofkochi.com · +91 97405 97878 (10:00 to 18:00 IST, Monday to Saturday) Write to us first. A complaint not settled that way goes to the grievance officer named on the contact page, who acknowledges it within 48 hours and resolves it within one month.

Changes to these terms

We may change these terms; the date at the top of this page says when we last did. The terms in force when you place an order are the ones that apply to it.

Governing law

These terms are governed by the laws of India. Subject to any right you have to approach a consumer commission where you live, the courts at Bangalore, Karnataka have jurisdiction over any dispute arising from them.

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