

Our business operates as an inquiry-based showroom with a strict Vetted Buyer Policy, meaning we only conduct transactions with verified profiles. To maintain accurate inventory management, we do not use an automated shopping cart or a direct online checkout system. Instead, sales are finalized through a formal process involving proforma invoices and bank transfers.

Sales and Financial Transparency

Pricing and VAT: All domestic prices are inclusive of Government VAT, ensuring there are no hidden tax calculations or extra charges during the final transaction.

Payment Security: We accept payments exclusively via bank transfer. Official bank details are provided only through a verified proforma invoice or business email to protect against fraud.

Refund Guarantees (Clause 3.5.1): If we fail to deliver a product within the specified timeframe, we are committed to issuing a full refund within 10 days. These refunds are processed through the original payment method, and we cover all associated transfer charges.

Logistics and Product Quality

Fulfillment and Shipping: Once payment is confirmed, products are guaranteed to be handed over to a third-party courier within 48 hours. Estimated delivery is 24–48 hours within Dhaka and up to 10 business days for locations outside the city.

Product Authenticity: We provide a 100% guarantee that all items are authentic and fresh; counterfeit or expired goods are strictly prohibited in our inventory.

Responsibility for Transit: We take full responsibility for packages until they reach your doorstep. If an item is confirmed lost in transit, we will provide a complimentary replacement or a full refund, including shipping fees.

Returns and Cancellations

Order Changes: You may change or cancel an order within 24 hours of placement. Changes requested after this period may incur a 5% administrative fee.

30-Day Return Policy: Non-perishable and unused items in their original packaging are eligible for return or exchange within 30 days.

Damage Protocol: Any damaged items must be reported within 24 hours of receipt, supported by unboxing photos or videos.

Business Ethics

Non-Coercion Policy: We do not engage in aggressive marketing or coercion. Customers are free to withdraw their interest at any time before payment is made.

Data Retention: For legal compliance, we retain transaction data for a period of 6 years.