

DREA BY SHAMBHAVI

TERMS AND CONDITIONS OF SALE

These Terms and Conditions govern access to www.dreabyshambhavi.com and all purchases made from DREA BY SHAMBHAVI through its website or another authorised sales channel.

By accessing our website, submitting an order or purchasing a product from DREA, you acknowledge that you have read and accepted these Terms and Conditions.

Nothing in these Terms excludes or restricts any right or remedy available to a consumer under applicable Indian law

Eligibility

You must be legally capable of entering into a binding contract to place an order. If you are below eighteen years of age, an order must be placed by a parent or legal guardian.

You are responsible for ensuring that the information supplied while placing an order—including your name, measurements, address, telephone number and email address—is complete and accurate.

DREA Products

DREA creates luxury womenswear, including ready-to-wear, made-to-order, custom-sized, limited-edition, handcrafted and embellished garments.

Each product page will contain the material information applicable to that product, which may include:

- Fabric and lining composition;
- Embroidery, embellishment or surface technique;
- Place or country of manufacture;
- Fit and sizing information;
- Care instructions;
- Customisation or alteration availability;
- Estimated production or delivery period; and
- Other relevant characteristics of the garment.

Product information forms part of the customer's purchase contract. If information on a product page differs from these general Terms, the product-specific information will apply to that product.

Handcrafted Character and Natural Variations

Many DREA garments involve hand-finishing, embroidery, embellishment, specialised fabric treatments or artisanal construction.

Minor differences in embroidery placement, surface texture, weave, colour tone, hand-finishing or embellishment are natural characteristics of handcrafted production. Such minor differences do not ordinarily constitute defects.

Colours may appear differently across screens because of display settings, lighting and photography. DREA takes reasonable care to represent products accurately. A substantial difference from the product description or approved design will be addressed in accordance with applicable consumer law.

Sizing and Fit

Customers must consult the applicable size chart before ordering. Fit may vary between designs because of differences in silhouette, fabric, construction and intended ease.

Where measurements are supplied by the customer, DREA will rely on those measurements when producing or altering the garment. DREA will not be responsible for a fitting issue caused solely by inaccurate or incomplete measurements supplied by the customer.

Where DREA takes the measurements directly, DREA will exercise reasonable skill and care in producing the garment according to the approved measurements and design.

Reasonable tailoring tolerances may arise because of fabric behaviour, hand construction and the structure of a garment. This does not affect the customer's rights where the garment materially departs from the measurements or specifications accepted by DREA.

. Payment

Payment must be made through a payment method offered at checkout or expressly authorised by DREA.

Payment processing may be performed by an independent payment-service provider. DREA does not ordinarily receive or retain the customer's complete card or banking credentials.

The customer confirms that they are authorised to use the selected payment method. DREA may withhold acceptance or fulfilment of an order where payment has failed, been reversed or is reasonably suspected to be fraudulent or unauthorised.

Placing and Accepting an Order

Submitting an order constitutes an offer to purchase the selected product. An automated payment receipt or order acknowledgement confirms receipt of the order but does not necessarily constitute final acceptance.

The purchase contract is formed when DREA sends an order-acceptance or production confirmation, or dispatches the product, whichever occurs first.

DREA may decline or cancel an order before acceptance where:

- The product is unavailable;
- Payment cannot be verified;
- The listed price or product information contains an obvious error;
- The requested customisation is technically impracticable;
- The order is suspected to be fraudulent or intended for unauthorised resale; or
- DREA cannot fulfil the order for another legitimate reason.

If DREA cancels a paid order before acceptance, the amount received for that order will be refunded.

.Order Cancellation

A cancellation request should be submitted promptly to dreabyshambhavi.com].

A ready-to-ship order may be cancelled before dispatch, subject to confirmation from DREA. Once dispatched, it must be handled under the applicable return policy.

Made-to-order, custom-sized, altered or bespoke orders may be cancelled only before DREA begins procuring material, cutting, production, embroidery or alteration. If work has begun, DREA may decline cancellation or deduct reasonable, documented costs already incurred, to the extent permitted by law.

DREA will not treat an order as cancelled until written confirmation has been sent to the customer.

O. Delivery

Unless a different period is stated on the relevant product page or order confirmation, ready-to-ship products are ordinarily expected to be delivered within approximately five to eight business days.

Made-to-order, customised and bespoke products require additional production time. The applicable estimate will be stated on the product page or communicated before the order is confirmed.

Delivery periods are estimates unless DREA expressly provides a guaranteed delivery date in writing. Delays may occur because of custom production, quality correction, courier disruption, weather, public restrictions, customs clearance or circumstances beyond DREA's reasonable control.

DREA will provide tracking information where available.

The customer must provide a complete and accessible delivery address. Additional shipping costs caused by an incorrect address, repeated failed delivery, refusal of delivery or failure to pay destination duties may be charged to the customer where legally permissible.

Risk of accidental loss or damage passes to the customer upon delivery. Ownership passes after DREA has received full payment.

10 Inspection on Delivery

Customers should inspect the product promptly after delivery.

A damaged parcel, incorrect product, missing item or apparent manufacturing defect should be reported as soon as reasonably possible, preferably within forty-eight hours, at [CUSTOMER-CARE EMAIL] with the order number and clear photographs.

Reporting within forty-eight hours assists DREA in investigating the matter with its courier or production team. It does not remove any statutory right that may apply after that period.

11Returns

Subject to the exclusions below, a return request may be submitted within seven calendar days of delivery.

A returned product must be:

- Unworn, unused, unwashed and unaltered;
- Free from makeup, perfume, stains, odour, damage or signs of wear;
- Returned with its original tags, labels and protective attachments intact; and
- Accompanied by its original packaging and proof of purchase.

DREA may inspect the product before approving the return. A product that does not satisfy the return conditions may be sent back to the customer after informing them.

Unless the return results from a defective, damaged or incorrectly supplied product, the customer will ordinarily bear the return-delivery cost. Original delivery charges are not refundable unless required by law or the entire order was defective or incorrectly supplied.

A return must first be authorised by DREA. Products sent without a return authorisation may not be accepted.

Exchanges

A request for a size exchange must be submitted within three calendar days of delivery.

Exchanges are subject to product and size availability. If the requested replacement is unavailable, DREA may offer another product, store credit or a refund where applicable.

A product submitted for exchange must satisfy the same condition requirements applicable to returns.

An exchange cannot ordinarily be provided for a custom-sized, altered, personalised, made-to-order or bespoke garment unless DREA supplied the wrong product, departed materially from the approved specifications or the product has a qualifying defect.

Products Not Ordinarily Eligible for Return or Exchange

Unless defective, damaged, incorrectly supplied or materially inconsistent with the agreed description, the following products are ordinarily final sale:

- Made-to-order garments;
- Custom-sized or bespoke garments;
- Personalised products;
- Products altered at the customer's request;
- Products marked as one-of-one or specially commissioned; and
- Products purchased during a sale or expressly marked "final sale".

These exclusions do not override any mandatory remedy available under consumer law.

Refunds

Once a return or cancellation has been approved, DREA will initiate the refund to the original payment method within approximately five to seven business days.

The customer's bank or payment provider may require additional time to credit the amount.

Where legally permissible, delivery costs, customs duties, payment charges or return-shipping expenses that were not caused by DREA may be excluded from the refund. Any deduction will be communicated to the customer.

DREA will not require a customer to accept store credit instead of a legally due monetary refund.

Garment Care and Aftercare

Customers must follow the care label and product-specific care instructions supplied with the garment.

Embellished, embroidered, structured and delicate garments may require specialist dry cleaning, careful storage and protection from moisture, heat, friction, perfume and chemicals.

Promotions and Sale Events

Promotional offers apply only during the stated period and subject to their stated conditions.

Unless expressly permitted:

- Promotional codes cannot be combined;
- A code cannot be exchanged for cash;
- A code cannot be applied retrospectively;
- Discounts do not apply to excluded products; and
- DREA may withdraw an offer affected by fraud, technical error or misuse.

A promotion will not affect statutory rights relating to defective or incorrectly supplied products.

Intellectual Property

The DREA name, DREA BY SHAMBHAVI name, logos, garment designs, original artwork, patterns, photographs, films, text, magazine content, graphics, packaging and website material are owned by or licensed to DREA and are protected by applicable intellectual-property law.

Website access does not grant permission to reproduce, manufacture, trace, adapt, commercially exploit, distribute or sell any DREA design or content.

Images may not be used for commercial purposes without DREA's prior written permission.

Unauthorised reproduction of a DREA product or design may result in legal action.

Warranties and Liability

DREA will perform its obligations with reasonable care and skill and will supply products substantially corresponding to their description.

To the maximum extent permitted by law, DREA will not be responsible for indirect or consequential commercial loss that was not reasonably foreseeable when the order was accepted.

Nothing in these Terms excludes or limits liability where exclusion is prohibited by law, including liability arising from fraud, wilful misconduct, or a consumer remedy that cannot lawfully be waived.

Where liability may legally be limited, DREA's aggregate liability relating to a particular order will not exceed the amount paid for that order.

Prices and Taxes

Prices will be displayed in Indian Rupees unless another currency is expressly shown.

Applicable taxes, delivery charges and other charges will be disclosed on the product page, during checkout or on the invoice before payment is completed.

For international orders, customs duties, import taxes, handling charges and local levies may be imposed by the destination country. Unless DREA expressly agrees otherwise in writing, these charges are the customer's responsibility and are not included in the product price.

DREA may change its prices prospectively. A price change will not affect an order already accepted by DRE

Events Beyond Reasonable Control

DREA will not be liable for a delay caused by circumstances beyond its reasonable control, including natural disasters, fire, flood, epidemic, government restrictions, labour disruption, transportation interruption, customs delay, civil disorder, telecommunications failure or material-supply disruption.

DREA will take reasonable steps to minimise the effect of the event and inform affected customers where practicable.

If performance becomes impossible or is delayed substantially, the customer and DREA will retain any cancellation or refund rights available under applicable law.

Governing Law and Disputes

These Terms are governed by the laws of India.

The parties should first attempt to resolve a dispute through DREA's customer-care and grievance-redressal process.

Subject to the customer's rights under consumer-protection law—including the right to approach a competent consumer commission or another legally available forum—the courts at Mumbai, Maharashtra will have jurisdiction over disputes arising from these Terms.

Nothing in this clause restricts a consumer from using a forum or remedy available under mandatory law.

Website Use

Customers must not:

- Use the website for an unlawful or fraudulent purpose;
- Attempt to gain unauthorised access to the website or another customer's information;
- Introduce malware or interfere with website operation;
- Scrape or systematically extract website content;
- Impersonate another person;
- Submit false payment, delivery or identity information; or
- Use DREA's content or designs for unauthorised commercial activity.

DREA may restrict website access or decline service where reasonably necessary to protect its customers, personnel, intellectual property or systems.

Third-Party Services

The website may use independent payment processors, courier companies, analytics providers or other service providers.

DREA remains responsible for its own legal obligations but is not responsible for a third party's independent website or services outside DREA's reasonable control.

Links to third-party websites are provided for convenience and do not necessarily constitute an endorsement.

Privacy

Personal information is processed for purposes such as order administration, payment verification, delivery, customer assistance, alterations, fraud prevention, legal compliance and—where the customer has chosen to receive it—marketing communication.

Personal information will be handled in accordance with DREA's Privacy Policy and applicable data-protection law.

Marketing consent is separate from acceptance of these Terms. Customers may withdraw marketing consent through the unsubscribe facility or by contacting DREA.