**Terms & Conditions**

**Overview**  
Welcome to Navadurga Pashmina Industry! This page provides the information about the Terms and Conditions on which we sell products through our retail stores, website or through online mediums. These Terms will apply to any contract between us for the sale of our products to you. Please read these Terms & Conditions carefully.

Your use of this Site is governed by these Terms. Your usage of the site constitutes your agreement to be bound by these Terms. If you disagree to these Terms, please do not access the Site. We reserve the right to update or modify these Terms without prior notice.

By accepting these terms and conditions through your use of the website, you certify that you are 18 years of age or older. If you are the age of 13 or older, you may use this website under the supervision of a parent or legal guardian who agrees to be bound by these Terms.

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**Privacy Policy**

This privacy policy describes the personal data collected or generated when you interact with Navadurga Pashmina through our website, digital experiences, mobile applications, store events, or one of our other products or services, all of us which are part of the platform of Navadurga Pashmina Industry.

* **What personal information do we collect?**

We ask for information that identifies you to provide you with the products and services you request which may include:

- Personal identifiers (name, date of birth, email address, phone number)

* Data on physical characteristics such as height and weight for size recommendations
* Purchase details (Shopping cart details, shipping and billing address, order ID, purchase history, payment or credit card information, Navadurga Pashmina membership)
* Device & Usage information (device ID, device OS, browser name, IP address, time spent on a specific webpage, referral URLs that redirect to our website)
* Images & Recordings we may have obtained or recorded where you might be identified (CCTV footage, photos or videos taken in our retail stores, in customer service call recordings and through images you share with us via social media networks)
* Geolocation data
* **Why do we collect your personal data?**We use and process your personal data to improve customer experience and products when visiting our websites or retail stores. We also process your personal data upon your request to provide you with requested services, deliver your order or to assist you via customer service.
* **Where do we collect personal information from?**

We collect personal information provided by you when you make a purchase, register to our website or contact our customer service.   
We may also collect information via social media networks where you interact with our ads or social media accounts to identify our target audience and demographic.

We automatically gather information when you visit our website, interact with our email or accept cookies on our website.

We record you via CCTV surveillance cameras when you visit our retail stores for various security purposes.

* **How do we use your personal information?**We may use your personal information for personalized experience, package delivery, customer service, and to improve your overall shopping experience.
* **Where do we process your data?**Your personal data is stored securely in our headquarters located in Thamel, Kathmandu, Nepal.
* **Who do we share your personal information with?**We respect your privacy rights and do not exchange, sell or share your information outside the Navadurga Group of industries.

**Content Permission & Restrictions**

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**Payment options**

We accept the following method of payment:

- Visa (Debit & Credit), Mastercard, Standard Chartered, American Express, Maestro, Union Pay

- eSewa and fonePay  
  
 - SWIFT payment

**Delivery policy**

During checkout, an estimated delivery date will be provided. The date will also be included in your order confirmation email. In case your order is dispatched internationally, it has to be cleared through customs. Some banks may charge a small transaction fee for international orders. All applicable taxes and duties are included in your total at checkout.   
Orders are processed within 1-2 days after placement, except for holidays and festivals. Orders may take longer to process and deliver during holidays.

**Return & Exchange policy**  
Goods once sold will not be eligible for a return unless the product is damaged. If your order arrives defective or faulty, you can apply for an exchange within a week. You will need to cover the shipping charge for the return. However, we will cover the shipping charges for the exchanged order.   
To qualify for an exchange, an item must not be worn, washed, with the complete accessories included in the original packaging in resaleable condition. We reserve the right to not agree to the return.

Store purchases must be returned to the store. Store return policies may differ from online return policies.

**Shipping policy**  
  
At Navadurga Pashmina, we are dedicated on providing you the best shopping experience and timely shipping of orders. When an order is placed, it will be shipped to an address designated by the purchaser as long as the shipping address is in compliance with the shipment restrictions contained on the Site. Please read our Shipping Policy carefully to understand the details of processing and delivery of your order.  
  
 **Order Processing Time**  
 Except on holidays, all orders placed will be processed and shipped within 1-2 business days.   
 Orders received during holidays will be processed the next day.

**Shipping Method**By default, we offer standard shipping services on all our orders. Standard shipping will arrive within 2 weeks.

We also offer express shipping option at an additional cost and estimated to arrive within 7 business days. Additional costs for express shipping may vary depending on the destination.

**Tracking your order**

After your order is processed and shipped, you will receive a mail confirming your shipment and tracking number. You can use this number to track your parcel.

**Shipping Costs**

Shipping costs are displayed on your final checkout. It is calculated based on the weight, destination and shipping method.

**Customs Duty (For International Orders)**

Although all applicable taxes and duties are included in your total at checkout, some countries may charge additional import fees. Consult your local custom office for applicable charges before placing your order. The customer bears the responsibility for any additional custom duties, import fees or taxes imposed by the destination country.

**Delayed, Damaged or Lost Orders**

Timely delivery of your orders is our utmost priority. Delivery on international orders is estimated to arrive on 2-6 weeks.   
We inspect our products thoroughly before shipping it to you. We will not be liable to any damage after the order has been shipped.  
Please contact our customer service at [navadurgapashmina@gmail.com](mailto:navadurgapashmina@gmail.com) to make any necessary claims about the package. We will coordinate with the carrier to investigate and resolve the issues promptly in case of delayed or lost orders.

Unfortunately, our company policy does not allow for refunds.

**Customer Service**

If you do not understand any of the foregoing Terms and conditions or if you have any queries or feedbacks, please contact our customer service.

**Our History**  
  
With a prolific history of over 30 years, Navadurga Pashmina Industry is a household name in Nepal. Despite its humble beginnings, it is one of the leading manufacturers of pashmina garments. Standing proud with 150 employees on its rolls, it boasts an export to over 100 countries and a top supplier of wholesale and bespoke pashmina apparel.