

London Pattu – Privacy Policy

Effective Date: May 22, 2026

Welcome to London Pattu. We value your trust and are committed to protecting your personal information and providing a safe shopping experience through our website.

1. Information We Collect

We may collect the following information when you use our website or place an order:

- Name
- Mobile number
- Email address
- Shipping & billing address
- Payment details (processed securely through payment gateways)
- Order history
- Website usage information through cookies and analytics tools

2. How We Use Your Information

Your information is used for:

- Processing and delivering orders
- Customer support and communication
- Sending order updates and promotional offers
- Improving our website and services
- Preventing fraud and maintaining website security

3. Payment Security

All payments are processed through secure and trusted payment gateways. London Pattu does not store your card or banking details.

4. Sharing of Information

We do not sell or rent customer information. Your details may only be shared with:

- Delivery partners
- Payment gateway providers
- Legal authorities if required by law

5. Cookies

Our website may use cookies to improve user experience, analyze traffic, and remember customer preferences.

6. Marketing Communication

Customers may receive promotional messages or emails from London Pattu. You may opt out anytime.

7. Data Protection

We implement reasonable security measures to protect customer information from unauthorized access or misuse.

8. Changes to Policy

London Pattu reserves the right to update or modify this policy at any time without prior notice.

9. Contact Us

For any privacy-related concerns, contact us through the official contact details available on the London Pattu website.

London Pattu – Return & Exchange Policy

Effective Date: May 22, 2026

At London Pattu, customer satisfaction is important to us. Please read our return and exchange terms carefully before placing an order.

1. Return Eligibility

Products are eligible for return or exchange only if:

- The product received is damaged
- Wrong product was delivered
- Manufacturing defect is identified

2. Return Request Timeline

Customers must raise a return or exchange request within **48 hours** of receiving the order.

3. Conditions for Return

Returned products must:

- Be unused and unwashed
- Have original tags and packaging intact
- Be in original condition without stains, perfume, or damage caused after delivery

4. Non-Returnable Products

The following items are not eligible for return:

- Customized or altered products
- Discounted or sale items
- Products purchased during special promotional offers
- Slight color variations due to screen display differences

5. Exchange Policy

Exchange is subject to product availability. If the requested product is unavailable, store credit or refund may be provided at the discretion of London Pattu.

6. Refund Process

Approved refunds will be processed within **7–10 business days** through the original payment method.

7. Cancellation Policy

Orders can only be cancelled before dispatch. Once shipped, cancellation requests will not be accepted.

8. Return Shipping

Customers may be required to share unboxing videos or images for verification. Return shipping instructions will be provided by our support team.

9. Final Decision

London Pattu reserves the right to refuse returns that do not meet the above conditions.

London Pattu – Shipping Policy

Effective Date: May 22, 2026

Thank you for shopping with London Pattu. We aim to provide timely and safe delivery for all orders.

1. Order Processing

Orders are generally processed within **1–3 business days** after payment confirmation.

2. Delivery Timeline

Estimated delivery timelines:

- Within India: **3–7 business days**
- International Orders: **7–15 business days** (depending on destination and customs clearance)

Delivery timelines may vary during festivals, holidays, or unforeseen circumstances.

3. Shipping Charges

Shipping charges, if applicable, will be displayed during checkout.

4. Tracking Information

Customers will receive tracking details through SMS, email, or WhatsApp once the order is dispatched.

5. Delivery Delays

London Pattu is not responsible for delays caused by:

- Courier partner issues
- Natural disasters
- Customs clearance
- Incorrect shipping address provided by customer

6. Address Accuracy

Customers are responsible for providing accurate shipping information. Orders returned due to incorrect addresses may incur additional shipping charges.

7. Damaged Package

If the package appears damaged during delivery, customers are advised to:

- Record an unboxing video
- Contact customer support immediately
- Avoid accepting severely damaged packages without verification

8. International Duties & Taxes

For international shipments, customs duties or taxes (if any) must be borne by the customer.

9. Contact Support

For shipping-related assistance, customers may contact London Pattu customer support through the website contact details.