



Refund Policy

Last Updated: August 2026

1. Introduction

Welcome to **Susneh Home Products** ("Susneh", "we", "our", or "us").

This Refund Policy explains the conditions under which refunds, replacements, cancellations, and payment reversals may be processed for purchases and services made through our website and mobile application.

By using our services, you agree to this Refund Policy.

2. Product Refunds

Customers may be eligible for a refund or replacement in the following situations:

- Wrong product delivered.
- Damaged product received.
- Product received in poor condition.
- Incomplete or missing items.
- Order cancelled by Susneh or the Seller.
- Duplicate payment.

All refund requests must be submitted within **7 days** of receiving the order unless otherwise stated.

3. Non-Refundable Items

Refunds may not be available for:

- Opened or used food products.
 - Perishable goods.
 - Customized or personalized products.
 - Products damaged due to customer misuse.
 - Orders with incorrect delivery information provided by the customer.
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4. Hotel & Homestay Bookings

Refund eligibility for Hotel or Homestay bookings depends on:

- The cancellation policy of the respective property.
- Time of cancellation.
- Booking confirmation status.

Some bookings may qualify for a full refund, partial refund, or may be non-refundable depending on the booking terms displayed at the time of reservation.

5. Cancellation Policy

Orders or bookings may be cancelled by:

- The Customer
- The Seller
- The Hotel or Homestay Partner
- Susneh Home Products

Cancellation requests are subject to applicable policies and operational conditions.

6. Payment Refunds

Refunds for eligible transactions will be processed using the original payment method whenever possible.

Processing times may vary depending on the payment provider, bank, or payment gateway.

7. Cash on Delivery (COD)

For Cash on Delivery orders:

- Refunds, where applicable, may be processed through bank transfer or another approved refund method.
 - COD availability may vary depending on the location, product, or service.
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8. Failed or Duplicate Payments

If your payment is deducted but:

- the order is not confirmed,
- or you are charged more than once,

please contact our Customer Support with your payment details.

Eligible refunds will be processed after verification.

9. Refund Processing Time

Approved refunds are generally processed within **7–10 business days**, although actual credit timelines may depend on your bank or payment provider.

10. Fraud Prevention

Refund requests may be declined if fraudulent activity, misuse of the refund process, or violation of platform policies is detected.

Susneh Home Products reserves the right to verify refund requests before approval.

11. Changes to This Policy

We may update this Refund Policy from time to time.

The latest version will always be available on our website and mobile application.

12. Contact Us

Susneh Home Products

Website:

<https://www.susnehhomestay.com>

Email:

susnehhomeproduct@gmail.com

Customer Care:

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