

Privacy Policy

Last Updated: May 8, 2024

1. Introduction

Welcome to Cosmic Enclave ("we", "us", or "our"). We are committed to protecting the privacy and security of your personal information. This Privacy Policy outlines how we collect, use, store, share, and protect your data when you use our website www.cosmicenclave.com (the "Website") and interact with our services.

2. Information We Collect

We may collect the following types of personal information when you visit our website or engage with our services:

- Personal identification information (such as name, email address, and contact details) provided voluntarily by you when you make a purchase, sign up for our newsletter, or interact with our website features.
- Payment information (such as credit card details) necessary to process transactions securely.
- Information automatically collected through cookies and similar technologies, including your IP address, browser type, device information, and browsing behaviour on our website.

3. Use of Information

We may use your personal information for the following purposes:

- To process and fulfil orders, including delivery of products and services you purchase from us.
- To communicate with you about your orders, account, and inquiries, as well as to send you newsletters, promotional offers, and updates about our products and services.
- To improve our website, products, and services, including analysing user behaviour, trends, and preferences.
- To comply with legal obligations and protect our rights and interests.

4. Data Sharing

We may share your personal information with trusted third-party service providers and partners who assist us in operating our website, processing payments, delivering products, and providing other services. These third parties are contractually obligated to maintain the confidentiality and security of your data and are prohibited from using your information for any other purpose.

5. Data Security

We implement appropriate technical and organizational measures to protect your personal information against unauthorized access, disclosure, alteration, or destruction. However, please be aware that no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security of your data.

6. Your Rights

You have the following rights regarding your personal information:

- **Right to access:** You have the right to request access to the personal information we hold about you.
- **Right to rectification:** You may request to correct or update any inaccurate or incomplete information.
- **Right to erasure:** You can request the deletion of your personal information under certain circumstances.
- **Right to restrict processing:** You have the right to limit the processing of your personal information in certain situations.
- **Right to data portability:** You can request to receive a copy of your personal information in a structured, commonly used, and machine-readable format.

7. Cookies

We use cookies and similar technologies to enhance your browsing experience, analyse usage patterns, and personalize content and advertisements. By using our website, you consent to the use of cookies as described in our Cookie Policy.

8. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We encourage you to review this Privacy Policy periodically for any updates. Your continued use of our website after the posting of changes constitutes your acceptance of such changes.

9. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our privacy practices, please contact us at:

Cosmic Enclave 3680, Axis Bank, Bengalli Mohalla, Ambala Cantt, Haryana, 133001
Email: help@cosmicenclave.com

This Privacy Policy is intended to comply with the General Data Protection Regulation (GDPR) and other relevant data protection laws. By using our website, you agree to the terms of this Privacy Policy.

Refunds and Returns Policy

Last Updated: May 8, 2024

1. Returns Eligibility

We want you to be completely satisfied with your purchase from Cosmic Enclave. If for any reason you are not satisfied with your order, you may return the item(s) within 7 days of receipt for a refund or exchange, subject to the following conditions:

- The item(s) must be in their original condition, unused, unworn, and undamaged.
- The item(s) must be returned in their original packaging, including all tags, labels, and accessories.
- The return must be initiated within 3 days of receipt, as evidenced by the delivery date confirmed by the carrier.

2. Return Process

To initiate a return, please follow these steps:

- Contact our customer support team at help@cosmicenclave.com within 3 days of receiving your order to request a return authorization.
- Our customer support team will provide you with a return authorization number and instructions on how to return the item(s) to us.
- Pack the item(s) securely in their original packaging and include the return authorization number on the package.
- Ship the item(s) back to us at the following address:

Cosmic Enclave

3680,

Axis Bank, Bengalli Mohalla,

Ambala Cantt, Haryana,

133001

- Upon receiving the returned item(s), we will inspect them to ensure they meet the eligibility criteria outlined above.
- If the return is approved, we will process your refund or exchange within 7 days, depending on the original payment method.

3. Refunds

- Refunds will be issued to the original payment method used for the purchase.
- Shipping and handling charges are non-refundable, unless the return is due to our error or a defective product.

- Refunds will be processed for the purchase price of the returned item(s), excluding any discounts, promotions, or coupons applied at the time of purchase.

4. Exchanges

- If you wish to exchange an item for a different size, colour, or style, please indicate your preference when contacting our customer support team.
- Exchanges are subject to availability, and we cannot guarantee that the desired item will be in stock.
- If the desired item is unavailable, we will issue a refund for the returned item(s) in accordance with our refund policy.

5. Contact Us

If you have any questions, concerns, or requests regarding our refunds and returns policy, please contact our customer support team at:

Email: info@cosmicenclave.com

By making a purchase from Cosmic Enclave, you agree to abide by the terms and conditions of this refunds and returns policy. We reserve the right to update or modify this policy at any time without prior notice. Please review this policy periodically for any changes.

Terms and Conditions

Last Updated: May 8, 2024

1. Introduction

Welcome to Cosmic Enclave ("we", "us", or "our"). These terms and conditions govern your use of our website www.cosmicenclave.com (the "Website") and the purchase of products and services from us. By accessing or using our website, you agree to comply with these terms and conditions.

2. Scope of Services

We operate an online platform that offers gemstones for healing and wellness. Our products are intended for personal use and are not intended to diagnose, treat, cure, or prevent any disease or medical condition. We reserve the right to modify or discontinue any product or service offered on our website without prior notice.

3. Product Information

We make every effort to accurately display the colours, descriptions, and specifications of our products on the Website. However, we do not guarantee that the information provided is complete, accurate, or current. We reserve the right to correct any errors, inaccuracies, or omissions and to change or update information at any time without prior notice.

4. Ordering and Payment

To place an order, you must provide accurate and complete information, including your name, email address, billing address, and payment details. By submitting an order, you authorize us to process your payment and fulfill your order. All orders are subject to availability, and we reserve the right to refuse or cancel any order at our discretion.

5. Shipping and Delivery

We strive to process and ship orders promptly, but delivery times may vary depending on your location and shipping method. We are not responsible for any delays or errors caused by third-party shipping carriers. Risk of loss and title for products purchased from us pass to you upon delivery of the items to the carrier.

6. Returns and Refunds

We want you to be satisfied with your purchase. If you are not completely satisfied with your order, you may return the item within 7 days of receipt for a refund or exchange, subject to our return policy. Please review our return policy on the Website for more information on eligibility, conditions, and procedures for returns and refunds.

7. Intellectual Property

All content on the Website, including text, graphics, logos, images, and software, is the property of Cosmic Enclave or its licensors and is protected by copyright, trademark, and other intellectual property laws. You may not reproduce, distribute, modify, or create derivative works of any content without our prior written consent.

8. Limitation of Liability

In no event shall Cosmic Enclave, its officers, directors, employees, or agents be liable for any indirect, incidental, special, consequential, or punitive damages arising out of or related to your use of the Website or the purchase of products or services from us. Our total liability to you for any claim arising out of or related to these terms and conditions or your use of the Website shall not exceed the amount paid by you for the products or services in question.

9. Governing Law and Jurisdiction

These terms and conditions shall be governed by and construed in accordance with the laws of India. Any dispute arising out of or related to these terms and conditions or your use of the Website shall be subject to the exclusive jurisdiction of the courts located in Ambala, Haryana.

10. Contact Us

If you have any questions, concerns, or requests regarding these terms and conditions or our services, please contact us at:

Cosmic Enclave 3680, Axis Bank, Bengalli Mohalla, Ambala Cantt, Haryana, 133001

Email: info@cosmicenclave.com

By accessing or using our website, you agree to be bound by these terms and conditions. If you do not agree with any provision of these terms and conditions, you may not use our website or purchase products or services from us. We reserve the right to update or modify these terms and conditions at any time without prior notice. Please review these terms and conditions periodically for any changes.