

Refund, Cancellation & Return Policy

Clear and transparent payment, cancellation, refund and return terms for our international customers.

Effective Date: 20 September 2026

Last Updated: 20 September 2026

1. Introduction

Sourced In India is an **India-based sourcing and export partner connecting international buyers with skilled Indian artisan clusters and specialist producers.**

Based in Jaipur, Rajasthan, we work with a network of skilled artisans and production partners to help international brands and commercial buyers source handcrafted Indian home furnishings.

Our collections include handcrafted **rugs, cushion covers, bedsheets, quilts and bedspreads, dohar, table linen and runners, throws, duvet covers, cotton and jute tote bags and other home-textile products**, depending on current availability and sourcing requirements.

We coordinate the sourcing process around the buyer's requirements, including product development, sampling, specifications, production coordination, quality inspection, packaging and international shipping arrangements.

We do not operate a factory and products are sourced and procured through the artisan clusters and specialist producers with whom we work.

Orders may include:

- Consultation services;
- Sample orders;
- Ready-stock orders;
- Customised products;
- Made-to-order products;
- Private-label orders; and
- Bulk or wholesale export orders.

Because many of our products are handcrafted or are specifically sourced, developed or produced according to a buyer's requirements, cancellation, refund and return eligibility may depend on the type of order, the agreed specifications and the stage of fulfilment.

This policy explains how cancellations, refunds and returns are handled.

Where a specific quotation, Proforma Invoice, order confirmation or other written commercial agreement contains terms that apply specifically to an order, those agreed terms will also be considered when assessing a cancellation, refund or return request.

Nothing in this policy is intended to exclude, restrict or override any mandatory rights or protections that apply to a customer under applicable law.

2. Consultation Fees

Sourced In India may provide sourcing consultations to international buyers who require assistance with product selection, sourcing, customisation, sampling or other aspects of developing an order.

Consultation fee for UK customers

The consultation fee for UK customers is approximately **£8 GBP**.

The GBP consultation fee may be reviewed periodically to reflect currency fluctuations and changes in our pricing.

Consultation cancellation

A customer wishing to cancel a consultation should contact Sourced In India before the scheduled consultation.

Where cancellation is received sufficiently before the scheduled consultation and the consultation has not commenced, the consultation fee may be refunded.

Once the consultation has commenced, the consultation fee is generally non-refundable.

If Sourced In India cancels the consultation and cannot provide a reasonable alternative appointment, the customer will be eligible for a refund.

Approved consultation refunds will normally be initiated within **7–10 business days** after the refund has been confirmed.

The customer's bank, card issuer or payment provider may require additional time to credit the funds.

3. Sample Orders

The minimum sample order value for UK customers is approximately **£375 GBP**.

This amount may be reviewed periodically due to currency fluctuations and changes in sourcing, logistics or operating costs.

Sample orders may involve:

- Ready-stock products;
- Products specifically sourced for the buyer;
- Products developed against a buyer's requirements; or
- Products prepared as part of the sampling process before a larger order.

Cancellation of sample orders

Customers should submit cancellation requests as soon as possible.

Where a cancellation request is received **before sourcing, processing or dispatch has commenced**, Sourced In India may consider the cancellation depending on whether costs have already been incurred.

Once a sample order has been dispatched, cancellation will generally not be available.

Incorrect, damaged or materially defective samples

If a customer receives a sample that is incorrect, materially defective or materially damaged, the customer should contact Sourced In India preferably within **7 days of delivery**.

Customers should provide the order details and clear photographs and/or video evidence where appropriate.

Sourced In India will review the circumstances and, where the claim is verified, may provide an appropriate remedy such as:

- Replacement;
- Refund;
- Credit towards a future order; or
- Another reasonable resolution.

Shipping or courier charges may not be refundable unless the issue resulted from an error attributable to Sourced In India.

4. Ready-Stock Wholesale Orders

Ready-stock wholesale orders are orders for products that are already available or can be supplied from existing stock.

Cancellation

Cancellation requests should be submitted before dispatch.

Once an order has been dispatched, cancellation will generally not be available.

Where Sourced In India accepts a cancellation before dispatch, the refund will be assessed taking into account reasonable costs already incurred in sourcing, processing, packing and fulfilment.

Products correctly supplied according to the agreed order specifications are generally not returnable solely because a buyer subsequently changes their mind or no longer requires the products.

Nothing in this section is intended to exclude any mandatory rights that may apply to a consumer under applicable law.

5. Customised, Made-to-Order & Private-Label Orders

Sourced In India works with artisan clusters and specialist producers to develop products according to specific buyer requirements.

Customisation may include:

- Fabric selection;
- Colour selection;
- Design selection or development;
- Dimensions;

- Printing;
- Embroidery or other craft techniques;
- Labels;
- Branding;
- Packaging;
- Private-label requirements;
- Custom quantities; and
- Other product specifications agreed with the buyer.

Cancellation

Before sourcing, procurement or production begins, a cancellation request may be considered depending on the circumstances and any costs already incurred.

Once the buyer has approved the specifications and sourcing, procurement or production has commenced, cancellation may no longer be possible.

This is because materials, artisan time, production capacity, packaging or other resources may already have been committed specifically for the buyer's order.

Where cancellation is still possible, Sourced In India will assess the request fairly and may retain reasonable amounts necessary to cover costs already incurred, subject to the agreed commercial terms and applicable law.

Products that do not meet agreed specifications

If products supplied by Sourced In India materially fail to comply with specifications agreed in writing, the buyer should contact us promptly.

We may review:

- The approved specifications;
- Approved samples, where applicable;
- Product measurements;
- Materials;
- Colours;
- Designs;
- Production information;
- Photographs; and
- Other relevant information.

Depending on the circumstances, an appropriate remedy may include:

- Correction;
- Reproduction;

- Replacement;
- Credit;
- Partial refund; or
- Full refund,

where appropriate.

6. Bulk & Wholesale Export Orders

Bulk and wholesale orders are individually quoted because requirements can vary significantly between buyers and products.

The applicable commercial documentation may specify:

- Product selection;
- Quantity;
- Product specifications;
- Price;
- Payment or deposit schedule;
- Sampling requirements;
- Production timeline;
- Packaging requirements;
- Shipping arrangements;
- Applicable Incoterms, where agreed;
- Cancellation terms; and
- Refund terms.

The final commercial terms for a bulk order will be confirmed in writing through the applicable quotation, Proforma Invoice, order confirmation, sales confirmation or other agreed commercial document.

Where a buyer approves an order and sourcing, procurement or production subsequently begins, cancellation may result in reasonable amounts being retained to cover costs already incurred, subject to the agreed commercial terms and applicable law.

Sourced In India does not intend to impose punitive or unreasonable cancellation charges.

7. Handmade & Artisan Product Variations

Our products are sourced through skilled Indian artisan clusters and specialist producers, many of whom use traditional or handcrafted techniques.

As a result, reasonable variations may naturally occur in:

- Colour;
- Texture;
- Print placement;
- Weave;
- Stitching;
- Finish;
- Dimensions;
- Fabric character; and
- Other characteristics associated with handmade production.

For textile products, minor variations in print placement, texture, colour tone and dimensions may occur.

Such reasonable variations inherent to handcrafted production are not automatically considered defects.

However, products supplied should still materially conform to the specifications agreed with the buyer.

Where a variation is materially outside the agreed specifications, the buyer may contact Sourced In India for review.

8. Defective, Damaged or Incorrect Products

If a customer believes that products received are defective, damaged or incorrect, they should contact Sourced In India preferably within **7 days of delivery**.

To help us investigate the matter, customers should provide:

- Customer or company name;
- Order number;
- Invoice or Proforma Invoice number, where applicable;
- Date of payment or order;
- Description of the issue;
- Clear photographs;

- Video evidence where useful; and
- Photographs of the external and internal packaging where shipping damage is suspected.

Sourced In India may request additional information or evidence where reasonably necessary.

Each claim will be reviewed based on the order specifications, agreed documentation and circumstances of the case.

Where a claim is verified, an appropriate remedy may include:

- Replacement;
- Reproduction;
- Correction;
- Credit;
- Partial refund; or
- Full refund.

A claim does not automatically result in a refund.

9. Returns

As Sourced In India primarily serves international B2B buyers, returns are **not automatically available for every order**.

A return may be considered where:

- Goods are materially defective;
- Goods are materially incorrect;
- Goods materially differ from the specifications agreed in writing; or
- Sourced In India expressly authorises the return.

Return authorisation

Customers must obtain **written approval from Sourced In India before returning any products**.

Customers should not send products to an address without receiving return instructions from Sourced In India.

Where a return is authorised, we will provide the applicable return instructions, including the return address and relevant shipping requirements.

Unauthorised returns may not be accepted.

The allocation of return shipping costs will depend on the circumstances of the claim and the applicable commercial terms.

10. Shipping & Delivery

Products supplied by Sourced In India are sourced in India and shipped internationally from India.

Delivery timelines depend on factors including:

- Product availability;
- Whether products are ready-stock or made-to-order;
- Sourcing requirements;
- Production requirements;
- Order quantity;
- Product specifications;
- Packaging;
- Destination;
- Shipping method;
- Carrier availability; and
- Customs clearance.

Any production or delivery timeframe provided by Sourced In India is an **estimate unless a specific date has been expressly agreed in writing**.

International shipments may be subject to customs clearance procedures and may incur import duties, VAT, taxes, brokerage fees or other charges in the destination country.

Unless otherwise expressly agreed in writing, the buyer is responsible for applicable destination-country duties, taxes and customs charges.

Sourced In India is not responsible for delays caused by circumstances outside its reasonable control, including customs authorities, carriers, strikes, natural events, regulatory requirements, transport disruptions or similar circumstances.

Where tracking information is available, it may be provided to the customer after dispatch.

11. Customs, Duties & Taxes

Sourced In India ships products internationally from India.

Depending on the destination, imported goods may be subject to:

- Import duties;
- VAT or other applicable taxes;
- Customs charges;
- Brokerage or clearance fees; and
- Other destination-country import charges.

Unless otherwise agreed in writing, these charges are the responsibility of the buyer.

Sourced In India does not control the customs assessment, import requirements or tax treatment applied by authorities in the destination country.

Customers should obtain appropriate information regarding their local import requirements where necessary.

12. Refund Processing

Where a refund is approved, it will normally be **initiated within 7–10 business days** after the refund decision has been confirmed.

Refunds will normally be made to the **original payment method**, where technically possible.

The time required for funds to appear in the customer's account depends on the customer's bank, card issuer or payment provider.

For international payments, currency conversion may result in the amount received by the customer differing slightly from the original amount charged due to exchange-rate movements or payment-provider conversion rules.

Sourced In India does not guarantee reimbursement of differences arising solely from currency exchange-rate movements or payment-provider conversion rules.

Where an order involves shipping, customs, duties, taxes or third-party charges, the treatment of those amounts will depend on the circumstances and the applicable commercial terms.

13. How to Request a Refund, Cancellation or Return

Customers wishing to request a refund, cancellation or return should contact Sourced In India using the details below.

Email: inquiry@sourcedinindia.com

WhatsApp: +91 8871877500

Please include:

- Full name;
- Company name, where applicable;
- Order number;
- Invoice or Proforma Invoice number, where applicable;
- Date of payment or order;
- Payment reference, where available;
- Reason for the request; and
- Relevant photographs, videos or supporting documents, where applicable.

For damaged, defective or incorrect products, photographs of the products and packaging should be provided wherever reasonably possible.

Sourced In India will normally acknowledge refund, cancellation or return requests within **3–5 business days**.

Acknowledgement of a request does not mean that the request has been approved. Each request will be reviewed against the applicable order terms, circumstances and applicable law.

14. Payment Disputes & Chargebacks

Customers are encouraged to contact Sourced In India first if they experience a payment, order, product, shipping or fulfilment issue.

We will make reasonable efforts to investigate the matter and seek an appropriate resolution.

If a customer initiates a payment dispute or chargeback, Sourced In India may provide relevant information to the payment provider or financial institution for the purpose of responding to the dispute.

Such information may include, where relevant:

- Transaction records;
- Invoices;
- Proforma Invoices;
- Order confirmations;
- Approved product specifications;
- Customer communications;
- Sampling records;
- Shipping records;
- Tracking information; and
- Delivery evidence.

Nothing in this section is intended to restrict a customer's right to raise a legitimate payment dispute or exercise any rights available under applicable law.

15. Statutory Rights

Nothing in this policy is intended to exclude, restrict or override any mandatory rights or protections that apply to a customer under applicable law.

Where applicable law provides rights relating to faulty, damaged, misdescribed or otherwise non-conforming goods, those rights will continue to apply.

For B2B transactions, the parties may agree specific commercial terms governing an order, subject to applicable law.

16. Changes to This Policy

Sourced In India may update this policy periodically to reflect changes to:

- Our sourcing and order processes;
- Payment processes;
- Shipping arrangements;
- Product categories;
- Business practices; or
- Applicable requirements.

The latest version of this policy will be published on our website with the applicable **Last Updated** date.

Customers should refer to the version applicable to their transaction together with any specific terms agreed in writing for their order.

17. Contact Us

For questions regarding refunds, cancellations, returns, payments or orders, please contact us.

Sourced In India
Jaipur, Rajasthan, India

Email: inquiry@sourcedinindia.com

WhatsApp: +91 8871877500

Website: <https://sourcedinindia.com/>

Policy Summary

Order / Service	Cancellation	Refund / Remedy
Consultation	May be cancelled before the consultation	May be refunded where cancellation is sufficiently before commencement
Sample order	May be considered before sourcing/processing/dispatch	Depends on order status and circumstances
Ready-stock wholesale	Request before dispatch	Assessed based on circumstances and reasonable costs incurred
Custom / made-to-order	May become non-cancellable once sourcing/procurement/production begins	Remedy considered where products materially fail agreed specifications
Private-label order	May become non-cancellable once work has commenced	Reviewed against agreed specifications and circumstances

Bulk/export order	Governed by agreed commercial terms	Governed by applicable quotation, PI/order confirmation and applicable law
Damaged/incorrect goods	Claim preferably within 7 days of delivery	Appropriate remedy determined after review

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Review Sourced In India's refund, cancellation, return, sample order, consultation and wholesale order policy for international B2B customers.

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