



Refund & Return Policy – Nünest

At Nünest, we strive to bring you thoughtfully designed and unique home décor products that add warmth and personality to your spaces. We value your trust and want you to be fully satisfied with every purchase.

1. Returns & Exchanges

- Products are eligible for return or exchange within **7 days of delivery** if:
 - The item is damaged or defective.
 - The wrong item has been delivered.
 - There is a significant mismatch from the product description.
- Returns are **not accepted** for:
 - Customized or personalized products.
 - Items purchased under clearance or special sale categories.
 - Minor variations in color, texture, or finish (since many of our products are handcrafted and unique).

2. Refunds

- Once the returned product is received and inspected, we will notify you about the approval or rejection of your refund.
- Approved refunds will be processed within **7–10 working days** and credited back to the original payment method.
- For prepaid orders: Refund will reflect in your bank/wallet/UPI account.
- For COD orders: Refund will be issued via bank transfer.

3. Return Process

- To initiate a return, please write to us at support@nunist.com with your **order ID, product images, and reason for return**.
- Our team will guide you through the reverse pickup or return shipping process.
- If reverse pickup is not available in your area, you may be requested to self-ship the item to our warehouse.

4. Cancellations

- Orders can be cancelled within **24 hours of purchase** for a full refund.



- Once shipped, cancellations are not possible, but you may request a return after delivery (subject to the above conditions).

5. Subscription Packages

- For Nünest Subscription Boxes (monthly/quarterly):
 - Refunds are not available once the box is dispatched.
 - In case of damaged/missing items, replacements will be provided.
 - Subscription cancellations must be requested at least **7 days before the next billing cycle**.

