

Krishnamacharya Yoga Mandiram Returns, Refunds and Replacements Policy

An order once dispatched shall not be taken back.

The purchaser can return the book(s) within the **return window** (defined below) and only if the following conditions are fulfilled:

- The book(s) is physically damaged
- The book(s) has missing pages
- The book(s) received is different from the book(s) ordered by the purchaser

Return Window is considered as two business days from the date of receipt of shipment.

The cost of shipment for the 'return of damaged books' will be borne by Krishnamacharya Yoga Mandiram (KYM) and a replacement will be shipped accordingly. The shipping cost for replacement of books will also be borne by Krishnamacharya Yoga Mandiram. However, if the purchaser wishes to make alterations in their bill value, they will have to bear the additional costs of the altered bill value and the shipping charges. In cases where the altered bill value is less than the original bill value, the same shall not be refunded. A free replacement cannot be created for an item which was returned and replaced once earlier.

Krishnamacharya Yoga Mandiram, does not refund in cash/ cheque/ demand draft or in any other monetary form. The KYM, however, will ensure to replace the damaged books.

General Terms

- The shipping agent will make three attempts in contacting the purchaser to deliver the books. If the purchaser does not respond or is unavailable to receive the shipment, the order will be returned back to KYM. The cost of such return shall be borne by the purchaser.
- The KYM has the right to question and reject the 'return claim' if it feels that the claim is not meeting the policy mentioned above.
- Books cannot be ordered on 'cash on delivery' basis.
- The KYM does not undertake gifting of books on behalf of the purchaser.