

## TERMS AND CONDITIONS

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY. BY ACCESSING, BROWSING, OR PLACING AN ORDER ON THE WEBSITE ([www.styric.in](http://www.styric.in)) OR MOBILE APPLICATION (PLATFORM), YOU AGREE TO BE BOUND BY THESE TERMS, OUR PRIVACY POLICY, AND ALL APPLICABLE LAWS. IF YOU DO NOT AGREE, DO NOT USE THE PLATFORM.

### ABOUT

We are operated by **STYRIC**, a company registered under the Companies Act, 2013, with registered office at Kukatpally, Hyderabad. For customer inquiries, contact: [styric.help@gmail.com](mailto:styric.help@gmail.com). Acknowledge all complaints within 48 hours and aim to resolve within 10 days.

### 1. ACCEPTANCE OF TERMS

By using the Platform or placing an order, you accept these Terms in full and agree to be bound. These Terms constitute a binding electronic contract governed by the Indian Contract Act, 1872, and the Information Technology Act, 2000. STYRIC reserves the right to amend these Terms at any time without prior notice. Continued use following changes constitutes acceptance of revised Terms.

### 2. ELIGIBILITY AND TERRITORY

You must be at least 18 years old or have parental consent to use the Platform. By creating an account or placing an order, you represent that you are capable of contracting under Indian law. STYRIC reserves the right to refuse service or cancel orders from ineligible users. International orders, if offered, may involve duties, customs fees, and different delivery policies at customer risk.

### 3. ACCOUNT CREATION AND SECURITY

You must create an account with accurate, complete, and current personal information. You are solely responsible for maintaining account security and confidentiality. You must immediately notify STYRIC of unauthorized access. You agree not to impersonate any person, create multiple accounts, provide false information, or allow third parties to use your account. All account activity is your responsibility. STYRIC may suspend or terminate your account for misuse, fraud, or breach of Terms, without notice.

#### **4. PRODUCT INFORMATION AND DESCRIPTIONS**

STYRIC endeavors to provide accurate product descriptions and images, but does not warrant that all information is accurate, complete, or error-free. Minor variations in color, size, fit, and fabric due to displays and manufacturing tolerances are not defects. Product images are representative and may not precisely match actual products. STYRIC reserves the right to correct, update, or modify product information and pricing at any time without notice.

#### **5. PRICING, TAXES, AND PAYMENT ERRORS**

All prices shown include applicable GST unless stated otherwise. STYRIC may modify prices at any time. Price changes do not affect already-dispatched orders. STYRIC may discover pricing errors or stock issues after your order is submitted but before dispatch. In such cases, STYRIC will notify you and offer cancellation with full refund. If you do not respond within 24 hours, STYRIC may cancel and refund the order at its discretion.

#### **6. PAYMENT AND METHODS (NO CASH ON DELIVERY)**

STYRIC accepts only advance online payments via listed methods (credit card, debit card, net banking, UPI, digital wallets). Cash on Delivery (COD) is NOT available for any product or order. All payments are processed through PCI-DSS compliant third-party processors. STYRIC does not store payment card details. By submitting payment information, you authorize STYRIC to charge your account for all amounts due.

#### **7. ORDER ACCEPTANCE, TITLE, AND RISK**

Your order submission constitutes an offer to purchase on these Terms. STYRIC's acceptance occurs when we send you the dispatch confirmation email or when the product is handed over to the courier, Risk of loss, damage, or delay passes to you at the moment the product is handed over by STYRIC to the courier/delivery partner. From that point onward, Styric is not responsible for events beyond our control during transit. However, we will assist you in coordinating with the courier in case of loss or extreme delay. Title (ownership) to the products passes to you only upon successful delivery and your acceptance of the product. Until delivery is completed, the products remain the property of STYRIC. You will be deemed to have accepted the product unless you formally reject it in writing within the return/rejection period mentioned in our Returns Policy.

#### **8. DISPATCH, DELIVERY, AND TIMELINES**

Orders typically dispatch within 2-3 working days (Monday-Friday, excluding holidays). Estimated delivery timelines are indicative and depend on location and external factors beyond STYRICs control. Delays are not STYRICs responsibility and do not constitute breach or grounds for cancellation. You will receive a tracking link via email/SMS upon dispatch. Risk passes upon delivery as confirmed by courier tracking scan.

## **9. DELIVERY INSPECTION AND DAMAGE REPORTING**

Inspect packages upon delivery immediately. Report transit damage, shortage, or incorrect items within 24 hours with photographic or video evidence to [styric.help@gmail.com](mailto:styric.help@gmail.com). Reports after 24 hours may be declined as courier claim windows are limited. STYRIC will investigate and offer repair, replacement, or refund if verified. Failure to report within 24 hours is deemed acceptance of the product in delivered condition.

## **10. RETURNS AND EXCHANGES (48-HOUR WINDOW)**

Returns or exchanges must be initiated within 48 hours of delivery via your account or email with order ID and photos. Items must be unused, unwashed, unaltered, unworn, in original packaging, with all original tags intact, and in received condition. STYRIC will conduct quality control upon receipt. Items failing QC inspection or showing wear, odor, stains, or tag removal will be rejected and returned at your expense. Exclusions: Customized items, innerwear, socks, hygiene products (unless defective on arrival), final sale items, and previously exchanged items. One size exchange per item is permitted, subject to stock availability. Where possible, we will try to assist even beyond this window on a best-effort basis, although approval is not guaranteed.

## **11. RETURN LOGISTICS AND FEES**

If reverse pickup is available for your pincode, STYRIC will arrange it. A reverse freight fee of 100 rupees will be deducted from refund unless item is verified defective. STYRIC will attempt pickup twice. If unsuccessful, you must self-ship to STYRICs registered address at your own cost and risk. Securely pack the item, use trackable courier, mention Order ID on package, and retain proof. STYRIC is not liable for loss during self-shipment. You bear all risk and cost.

## **12. DEFECTIVE OR INCORRECT ITEMS**

Report defective, damaged, or incorrect items within 24 hours of delivery with proof (photos, video) to [styric.help@gmail.com](mailto:styric.help@gmail.com). After STYRIC verifies the claim, you may choose replacement, exchange, or refund, subject to availability. In verified cases of STYRIC error, STYRIC covers return shipping costs. Verification may take 3-5 business days.

## **13. REFUND METHOD AND TIMELINES**

Refunds are initiated to your original payment method after quality control approval, typically within 7 business days. Bank processing may require additional 3-5 business days. For prepaid orders, refunds go to the original payment method. Partial refunds are calculated proportionally with reverse freight fees deducted. Cash refunds are not issued directly.

## **14. CANCELLATIONS**

You may cancel orders before dispatch by logging into your account or contacting [styric.help@gmail.com](mailto:styric.help@gmail.com) within 24 hours of confirmation. After dispatch, cancellations are not

possible; use the return/exchange process. STYRIC reserves the right to cancel any order for pricing errors, inventory issues, suspected fraud, stock unavailability, violation of Terms, or illegal activity. In STYRIC-initiated cancellation, a full refund is processed within 5-7 business days.

## **15. PROMOTIONS, COUPONS, AND BUNDLES**

Discount codes cannot be combined unless explicitly stated. STYRIC reserves the right to revoke, modify, or discontinue promotions without notice. Partial returns of bundled orders may prorate discounts. Free gift items must be returned unused with original tags or the items MRP will be deducted from refund. Sale or clearance items are final sale and non-returnable.

## **16. CONTENT, REVIEWS, AND USER-GENERATED CONTENT**

By posting reviews, comments, or images on the Platform, you grant STYRIC a perpetual, irrevocable, worldwide, royalty-free license to use such Content for marketing and operational purposes. You agree not to post illegal, defamatory, obscene, harassing, infringing, misleading, false, fraudulent, violent, or malicious Content. STYRIC may remove, reject, or edit Content violating these Terms without notice.

## **17. INTELLECTUAL PROPERTY AND TRADEMARKS**

All content on the Platform (designs, artwork, text, logos, trademarks, graphics) is exclusive property of STYRIC or licensors, protected by Indian and international intellectual property law. You are granted a limited, non-exclusive license to view and use the Platform for personal non-commercial purposes only. Use of third-party characters or artwork on the Platform is done only under proper authorization; customers may not reproduce any such designs. You may not copy, reproduce, distribute, modify, sell, or use STYRIC designs without written permission. Unauthorized use violates intellectual property law and may result in legal action.

## **18. ACCEPTABLE USE POLICY**

You agree not to interfere with Platform systems, scan security, scrape data, reverse engineer code, use bots or automated tools, transmit malware, engage in phishing, violate law, or engage in fraud or harassment. Violations may result in account suspension and legal action.

## **19. COMPLIANCE WITH REGULATORY RULES**

STYRIC complies with the Consumer Protection (E-Commerce) Rules, 2020, and provides disclosures. Your order placement constitutes acknowledgment of these disclosures.

## **20. WARRANTIES AND CONFORMITY**

STYRIC warrants that products conform to the description at time of purchase, subject to reasonable tolerances. This warranty is in addition to statutory consumer rights under Indian law.

The warranty does not cover normal wear, misuse, damage from improper care, fading, or customer modifications. All non-waivable statutory consumer rights under applicable Indian law remain fully in effect.

## **21. LIMITATION OF LIABILITY**

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE PLATFORM AND SERVICES ARE PROVIDED ON AN AS IS AND AS AVAILABLE BASIS WITHOUT ANY WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY. TO THE FULLEST EXTENT PERMITTED BY LAW, NEITHER STYRIC NOR ITS AFFILIATES SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, CONSEQUENTIAL DAMAGES, LOSS OF PROFITS, REVENUE, GOODWILL, DATA, BUSINESS INTERRUPTION, OR REPLACEMENT COSTS. STYRICS TOTAL LIABILITY FOR ANY CLAIMS SHALL NOT EXCEED THE AMOUNT ACTUALLY PAID BY YOU FOR THE SPECIFIC ORDER GIVING RISE TO THE CLAIM. For claims not related to a specific order, liability is limited to amounts paid in the three months preceding the claim. Any legal claim must be filed within one year of the cause of action or be forever barred. STYRIC is not liable for death or personal injury, fraud, or violations that cannot be limited under mandatory Indian law including the Consumer Protection Act, 2019.

## **22. INDEMNITY**

You agree to indemnify and hold harmless STYRIC, its affiliates, officers, directors, and employees from losses, damages, costs (including legal fees), or claims arising from your breach of Terms, violation of law, misuse of the Platform, or any third-party claim related to your actions or Content. This indemnity survives termination of your account.

## **23. FORCE MAJEURE**

Neither party is liable for failures or delays caused by events beyond reasonable control, including natural disasters, war, civil unrest, strikes, carrier failures, power outages, or regulatory changes. In force majeure events, obligations are suspended for the events duration. If events prevent service for more than 30 days, you may cancel your order and receive a full refund.

## **24. THIRD-PARTY SERVICES AND LINKS**

The Platform uses third-party payment processors, logistics partners, and analytics providers. STYRIC is not responsible for their acts or services. External sites linked from the Platform are not endorsed by STYRIC, and your use is at your own risk and subject to their terms.

## **25. PRIVACY AND DATA PROTECTION**

Personal data is collected and processed per STYRICs Privacy Policy. Data may be shared with payment processors and logistics partners as necessary. STYRIC uses SSL/TLS encryption and reasonable safeguards, but cannot guarantee absolute security. You have rights to access, correct,

or request deletion of your data. By using the Platform, you consent to data collection and processing as described.

## **26. COMMUNICATIONS AND MARKETING**

STYRIC may send transactional communications (order confirmations, dispatch updates, receipts) which cannot be opted out of. You may receive promotional emails or SMS which can be opted out of via unsubscribe links or by contacting [styric.help@gmail.com](mailto:styric.help@gmail.com). Upon order placement, you automatically opt in to WhatsApp notifications, which can be declined by contacting [styric.help@gmail.com](mailto:styric.help@gmail.com).

## **27. TERMINATION AND SUSPENSION**

STYRIC may terminate or suspend your account and block Platform access at any time for any reason without notice, including suspected fraud, misuse, violation of Terms, unauthorized access, abusive conduct, legal requirements, or prolonged inactivity. Upon termination, your Platform use rights cease immediately, but outstanding obligations remain in effect.

## **28. GOVERNING LAW AND JURISDICTION**

These Terms are governed by Indian law including the Indian Contract Act, Sale of Goods Act, Consumer Protection Act 2019, Consumer Protection (E-Commerce) Rules 2020, and Information Technology Act 2000. Exclusive jurisdiction lies with courts at Hyderabad, Telangana, India, to the extent permitted by law. You irrevocably consent to such jurisdiction. If you are a consumer, you may file complaints with the National Consumer Disputes Redressal Commission, State Commission, or District Commission as applicable.

## **29. GRIEVANCE REDRESSAL AND DISPUTE RESOLUTION**

For complaints or disputes, contact the Grievance Officer: Sravan Kumar, Email: [Styric.help@gmail.com](mailto:Styric.help@gmail.com), Address: Plot No.4-42-398, Kukatpally, Hyderabad, 500037. Phone: 9010202529. Submit written complaints with order ID and evidence. STYRIC will acknowledge within 24 hours and respond within 30 days per the Consumer Protection (E-Commerce) Rules 2020. Unresolved complaints may be escalated to consumer forums.

## **30. UPDATES AND AMENDMENTS**

STYRIC reserves the right to amend these Terms at any time. Changes are effective immediately upon posting. Material changes may include notice or email alerts. Continued use after updates constitutes acceptance. STYRIC failure to enforce any provision does not constitute waiver.

### **31. ENTIRE AGREEMENT**

These Terms, along with the Privacy Policy, form the entire agreement regarding your Platform use and product purchases. They supersede all prior agreements and understandings. If any provision is found invalid, remaining provisions continue in full effect.

*Last Updated: November 17, 2025*  
*For support: [styric.help@gmail.com](mailto:styric.help@gmail.com)*

*These Terms are governed by Indian law. By using STYRIC, you acknowledge reading and agreeing to all provisions herein.*