



# DHKND

## MANAGEMENT INC

# CUSTOMER DISCLAIMER POLICY

We take pride in providing high-quality handcrafted wooden mandirs and décor items. As our products are delicate and often customized, we request all customers to carefully read and agree to the following terms:

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### CUSTOMIZED ORDERS

- All customized or made-to-order items are specially prepared as per customer requirements.
- Once confirmed, customized orders cannot be cancelled, refused, or refunded under any circumstances.

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### PICKUP FROM STORE (CUSTOMER RESPONSIBILITY)

- If the customer chooses to pick up the product from our store:
- Safe handling, loading, and transportation are entirely the customer's responsibility.
- Customers who do not wish to pay delivery charges must arrange proper pickup themselves.

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### DELIVERY BY DHKND

- If delivery is arranged by DHKND, we are responsible for the product only until it is delivered to your doorstep in good condition.

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### DAMAGE DURING CUSTOMER TRANSPORT

- If the customer arranges their own pickup, we are not responsible for any damage, cracks, breakage, or loss once the product is loaded into the customer's vehicle.

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### NO GUARANTEE ON ELECTRICAL ITEMS (LIGHTING)

- Any lighting or electrical components inside the mandir (bulbs, LED strips, wiring, etc.) are not covered under any guarantee or warranty.

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### LOADING & SELF PICKUP RESPONSIBILITY

- A loading cart may be provided for customer convenience.
- Customers are responsible for loading and securing the product safely in their vehicle.
- We strongly recommend bringing family members or assistance for pickup.
- After use, the loading cart must be returned to the designated parking area.

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### NATURAL WOOD CHARACTERISTICS

- Wood is a natural material. Over time, minor cracks, lines, or changes may occur due to weather and environmental conditions.
- These are natural characteristics of wood and are not considered defects, hence not covered under any guarantee.

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### REFUND PROCESSING POLICY

- In case a refund is approved under exceptional circumstances, the processing time will be up to 30 days from the date of approval.
- During this period, we request customers to allow us the necessary time for processing, and updates will be provided once the process is completed.

Customers are requested to carefully inspect the product at the time of pickup or delivery. By signing below, you acknowledge that you have read, understood, and agreed to the above terms and conditions.



Customer Name: \_\_\_\_\_



Signature: \_\_\_\_\_



Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_



We appreciate your cooperation and understanding.  
We appreciate your trust in our craftsmanship.