

PALIXX

Terms & Conditions

1. Service Overview

PALIXX is an online women's fashion brand offering carefully curated clothing and fashion products across India. Orders are currently accepted through Instagram, Google Forms, WhatsApp, and other official communication channels.

2. Order Confirmation

After submitting your order, our team will contact you via phone call or WhatsApp to verify your order details. Orders will be processed only after successful confirmation.

3. Payment Policy

Current Policy

- We currently offer **Cash on Delivery (COD)** only.
- No online payment is required.
- Customers are requested to make the payment only after receiving the order.

Future Updates

PALIXX reserves the right to introduce prepaid payment options such as UPI, Debit/Credit Cards, Net Banking, or Wallets in the future. Updated payment methods will be reflected in our official order process.

4. Product Availability

All products displayed on our social media pages are subject to availability. In rare cases, if a product becomes unavailable after placing an order, our team will inform you immediately and provide an alternative or cancel the order.

5. Size & Color Disclaimer

We recommend checking the size chart carefully before placing your order.

Actual product colors may vary slightly due to lighting conditions, photography, and different mobile or computer screen settings.

6. Shipping & Delivery

Orders are shipped across India through our delivery partners.

Estimated delivery time may vary depending on your location, courier service, weather conditions, public holidays, or unforeseen circumstances.

7. Cancellation Policy

Customers may request order cancellation before dispatch.

Once an order has been shipped, cancellation requests may not be accepted.

8. Return & Exchange Policy

Return or exchange requests are accepted only for:

- Wrong product delivered
- Damaged product received
- Manufacturing defect

Products must remain unused, unwashed, and returned with original packaging.

9. Intellectual Property

All content including the PALIXX name, logo, product images, graphics, website content, and promotional materials are the intellectual property of PALIXX.

Unauthorized copying, reproduction, or commercial use is strictly prohibited.

10. Limitation of Liability

PALIXX is not responsible for delivery delays caused by courier companies, natural disasters, government restrictions, strikes, or events beyond our reasonable control.

11. Third-Party Platforms

Our business utilizes platforms including Instagram, Google Forms, WhatsApp, Linktree, and Google Drive.

By placing an order, you acknowledge that your information may be processed through these third-party services according to their respective policies.

12. Jurisdiction

Any dispute arising from the use of our services shall be governed by the laws of India.

Privacy Policy

1. Information We Collect

We may collect the following information:

- Full Name
- Mobile Number
- Email Address (if provided)
- Delivery Address
- Product Details
- Size & Color Preference
- Order Information

2. Purpose of Data Collection

Your information is collected only for:

- Order Confirmation
- Customer Support
- Shipping & Delivery
- Order Updates
- Improving Customer Experience

3. Data Protection

We take reasonable measures to protect your personal information from unauthorized access, misuse, or disclosure.

4. Data Sharing

We never sell or rent your personal information.

Your information may only be shared with trusted courier partners and service providers for order fulfillment.

5. Third-Party Services

PALIXX uses Google Forms, WhatsApp, Instagram, Linktree, and other third-party platforms to provide our services.

These platforms maintain their own Privacy Policies, and we encourage users to review them.

6. Cookies & Analytics

If PALIXX launches an official website in the future, cookies and analytics tools may be used to improve website performance and customer experience.

7. Policy Updates

PALIXX reserves the right to update these Terms & Conditions and Privacy Policy at any time without prior notice.

The latest version will always be considered applicable.

8. Contact Us

For any questions regarding your order, Terms & Conditions, or Privacy Policy, please contact us through our official Instagram page or WhatsApp support or E-mail: palixxindia@gmail.com