

At Fotia, we are committed to providing high-quality products and exceptional service. Each of our tiles, sanitaryware items, SPC flooring, bath hardware, and accessories is carefully sourced, inspected, and shipped to meet the standards expected of the Fotia brand.

Since Fotia does not sell products directly through the website, the following policy applies only to orders coordinated through our backend sales team, authorized dealers, or export partners.

1. Nature of Orders

All Fotia orders are processed offline through direct communication with our sales or customer support team. Our website acts as a catalog and inquiry platform—not an e-commerce site.

Customers are required to share their contact details and requirements via inquiry forms, after which our representatives assist with:

- Product availability and selection
- Custom quotations
- Shipping details
- Order confirmation and dispatch coordination

2. Eligibility for Returns

Since tiles, sanitaryware, and related materials are heavy and fragile products, returns are accepted only under specific conditions outlined below:

A return may be accepted if:

- You have received a wrong product or incorrect quantity different from what was confirmed in writing.
- The product has visible transit damage at the time of delivery, and the same is reported immediately (within 24 hours).
- The product has a manufacturing defect acknowledged by Fotia or the manufacturer.

A return will not be accepted for the following reasons:

- Color, texture, or finish variation from images shown on the website or catalog (minor variation is natural due to digital representation).
Change of mind, project cancellation, or over-ordering.
- Damage caused after delivery due to mishandling, improper storage, installation, or third-party error.
- Customized or made-to-order items.

3. Reporting a Return Request

If your order meets the above eligibility, please report it within 24 hours of delivery by emailing: info@fotiaworld.com

Include the following details:

- Order reference or invoice number
- Product name and quantity
- Photos or videos clearly showing the issue
- Description of the problem

Our support team will review the case and provide a resolution within 3–5 business days.

4. Return Process

Once a return request is approved:

- The product(s) must be in unused, original condition with packaging intact.
- The items must be handed over to the designated logistics partner arranged by Fotia.
- Return shipping instructions will be shared based on your location.
- Upon receipt and inspection, the item(s) will be verified against the reported issue.

If the return is validated, Fotia will process either:

- A replacement or exchange (where applicable), or
- A refund (as outlined below).

5. Refund Policy

Refunds are applicable only for valid and approved return cases as per this policy.

- Refunds will be processed to the original payment source or via bank transfer within 7–10 business days after return verification.
- Freight, handling, packaging, and other logistics costs are non-refundable, unless the error is on Fotia's side.
- For partial returns or damaged portions of bulk orders, only the verified damaged quantity will be refunded.
- Refund timelines may vary for international orders due to cross-border banking and documentation processes.

6. Replacement Policy

In cases of damage or defect reported within the valid window, Fotia may, at its discretion, offer a replacement instead of a refund, depending on product availability and logistics feasibility.

Replacement shipping timelines will be communicated case by case.

7. Cancellation Policy

Since Fotia processes all orders manually, cancellations can be accepted only before the dispatch of goods. Once the goods are in transit or custom-packed for shipment, no cancellation will be accepted.

8. International Orders

For international customers:

- Returns and replacements are handled on a case-by-case basis due to freight and customs complexities.
- Only confirmed damages or incorrect dispatches will qualify for a return.
- Return shipping and customs duties must be pre-approved by Fotia before any shipment is initiated.

9. Non-Returnable Products

Certain categories are non-returnable and non-refundable, including but not limited to:

- Clearance or discounted items
- Customized designs, special finishes, or made-to-order products
- Opened boxes, partially used materials, or installed tiles/fittings

10. Quality and Inspection

Fotia ensures every product undergoes quality checks before dispatch. However, since installation and site handling are outside our control, we strongly recommend:

- Checking all boxes and batches before installation.
- Ensuring batch numbers and shades are consistent for your project.
- Reporting any discrepancies immediately before use.

11. Contact for Support

For any queries or assistance regarding returns or refunds, please reach us at:

Fotia

Email: info@fotiaworld.com

Website: www.fotiaworld.com

Registered Office: G2 - Farah Winsford, No-133, Infantry Road, Bengaluru, Karnataka - 560001

Our team will respond promptly to help resolve your concern.

12. Policy Updates

Fotia reserves the right to modify, amend, or update this Return & Refund Policy at any time without prior notice. All changes will be reflected on this page with the updated date. Customers are encouraged to review this policy periodically.