

Policies and Terms & Conditions

Code of Conduct

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This code sets out principles and behaviors that the Indian Heritage Community reasonably expects from buyers and sellers.

Basic Principles

The Community expects buyers and sellers to:

- Conduct themselves honestly and in good faith at all times.
- Comply with all laws.
- Comply with Indian Heritage's Terms and Conditions.

Sellers agree to:

- Describe items fully and accurately and answer questions promptly.
- Respond to questions and emails as soon as possible, and within 24 hours.
- Ensure items are shipped as soon as possible, and within a week of receiving orders, unless otherwise indicated in the listing or agreed by both parties.
- Not to subsequently spam previous buyers.

Buyers agree to:

- Respond to emails as soon as possible, and within two working days.
- Not to place negative feedback without making best endeavors to resolve issues through emails first.
- Not to subsequently spam previous sellers.

Want further assistance?

Available 09:00 AM - 07:00 PM, Mon - Sat

We aim to respond within 1-2 days
email us at: help@indianheritage.com.au

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