



CUSTOMER POLICIES

Clear information. Confident decisions.

Onlystone Customer Policies

All six published customer policies in one reference booklet.

Compiled 17 October 2026 · Booklet edition 1.0

Policy effective dates and versions are shown within each section. Read these policies together with your accepted quotation and invoice.

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Onlystone · Bengaluru

Customer information and support

Contact and grievance information follows all six policies.

Privacy Policy

Effective 15 October 2026 · Version 1.1

Onlystone respects the privacy of every customer, architect, designer and visitor using our website.

We collect personal information reasonably necessary to respond to enquiries, prepare quotations, confirm orders, coordinate deliveries, maintain statutory records and provide customer support. Depending on the service used, this may include contact details, project addresses, transaction information, communications and voluntarily uploaded room photographs.

We use personal information for stated business purposes and for marketing only where legally permitted, including any applicable consent requirements. We do not sell personal information to data brokers.

Information may be shared with authorised payment providers, transport partners, technology providers and advisers where necessary to provide services or comply with law. We apply reasonable security safeguards, access restrictions and retention controls.

Customers may request correction, access-related assistance, withdrawal of consent or erasure where applicable law permits. Privacy grievances may be directed to the designated Onlystone contact.

Our website may use cookies and analytics technologies. Optional technologies requiring consent will be activated only in accordance with applicable requirements.

Terms & Conditions

Effective 15 October 2026 · Version 1.1

Product information

Onlystone makes reasonable efforts to provide accurate product photographs, descriptions, sizes, finishes and specifications.

Natural stones and manufactured tiles may show variations consistent with their characteristics, agreed specifications and applicable standards.

Quotations and confirmation

A product enquiry or quotation request does not constitute a confirmed order. An order becomes confirmed only when accepted by Onlystone and communicated to the customer.

Customers must verify the product code, dimensions, finish, quantity, application and delivery details before confirming an order.

Strict payment condition

100% of the agreed order amount must be received as cleared funds before materials are loaded, dispatched or released for customer collection.

No material will be released against pending payments, unverified payment screenshots or incomplete payment commitments.

Any exceptional credit arrangement must be separately authorised in writing by Onlystone management.

Pricing

Applicable GST, transportation, unloading, installation and additional services will be identified in the quotation or order confirmation.

Onlystone will not impose undisclosed mandatory charges after acceptance.

Digital tools

Tile calculators, visualisers and digital room previews provide indicative planning assistance. Actual requirements must be verified against site conditions and product specifications.

Consumer protection

Nothing in these terms removes rights or remedies that customers possess under applicable Indian law.

Delivery Policy

Effective 15 October 2026 · Version 1.1

Transport options

Onlystone offers two transport arrangements:

Option A — Onlystone-arranged transport

Onlystone coordinates delivery using its own arrangements or an independent transport partner. Applicable charges, destination, scope and delivery terms will be confirmed before order acceptance.

Option B — Customer-arranged transport

Customers may arrange their own suitable vehicle and transport provider. Goods will be released only after the agreed full payment has cleared.

Loading and unloading

Unloading, movement inside the property, lifting to upper floors and specialised handling are the customer's responsibility unless expressly included in the confirmed order.

Additional labour, equipment, waiting time and repeat delivery charges may apply only where properly disclosed or agreed.

Delivery inspection

The customer or authorised receiving representative should inspect the visible condition, product identity and quantities at the time of handover.

Any visible concern should be recorded immediately and communicated to Onlystone.

Transit responsibility

Responsibility for loss or damage will be determined by the agreed transport arrangement, point of handover, relevant evidence and applicable law.

Customer-arranged transport does not excuse pre-existing defects, incorrect supply or other liabilities legally attributable to Onlystone.

Dispatch conditions

No material will be loaded or released before receipt of full cleared payment, except under a separately authorised written credit arrangement.

Damage & Replacement Policy

Effective 15 October 2026 · Version 1.1

Immediate reporting requirement

Customers must inspect materials at delivery or collection and report any visible damage, breakage, shortage or incorrect supply immediately, wherever reasonably possible before the receiving vehicle leaves.

Customers should:

- Record visible concerns on the delivery acknowledgement.
- Take clear photographs of the materials, packaging and labels.
- Contact Onlystone immediately by telephone or WhatsApp.
- Preserve affected goods and packaging for reasonable verification.
- Provide the invoice or order number.

An unboxing video is recommended where practical, but is not an absolute requirement for exercising statutory rights.

Claims reported after delivery

Immediate reporting is the required operational procedure for visible transit concerns because it helps establish when and how damage occurred.

However, a delayed report does not automatically extinguish a legally valid claim. Concealed damage, latent manufacturing defects and other legally enforceable claims will be reviewed on their merits.

Replacement assessment

Onlystone will verify the product, order records, delivery circumstances and supporting evidence.

A replacement, refund, repair or other appropriate remedy will be provided where required by applicable law or expressly approved under the relevant commercial terms.

Exclusions from voluntary replacement

Complimentary replacement is generally not offered for damage caused solely by customer mishandling, improper storage, unsuitable transportation after a valid handover, accidental impact or incorrect installation by independent contractors.

These exclusions do not apply where Onlystone remains legally responsible.

Installation

Customers should inspect products before cutting or fixing. Installation of visibly damaged or incorrect products may complicate investigation and increase avoidable losses.

This does not remove legal remedies for defects that could not reasonably have been identified before installation.

Returns & Refunds Policy

Effective 15 October 2026 · Version 1.1

No change-of-mind returns

Onlystone does not offer voluntary returns, exchanges, refunds or buybacks for correctly supplied goods merely because a customer changes their mind, changes a design, overorders material or has unused stock remaining after a project.

This condition applies to tiles, natural stones, cladding, sanitaryware, bathware and other applicable products, subject to mandatory legal rights.

Confirmed orders

Once an order is accepted, cancellation is subject to its processing status, the agreed contractual terms and applicable law.

Specially sourced, cut-to-size, customised or project-specific materials may be non-cancellable once procurement or production has begun, provided this was clearly disclosed before confirmation.

Before order acceptance

Customers may withdraw an enquiry or unaccepted quotation request without a cancellation fee.

Incorrect or defective supply

The no-change-of-mind rule does not apply to goods that are defective, materially misdescribed, incorrectly supplied or otherwise subject to statutory remedies.

Onlystone will assess and resolve these cases in accordance with applicable law.

Refunds

Approved refunds will be processed through a lawful payment method within applicable timelines. Customers will be informed of any reasonable verification requirements.

Written exceptions

Onlystone management may authorise a discretionary exception in writing. Such exceptions do not create a general return entitlement for other orders.

Product & Installation Guidelines

Effective 15 October 2026 · Version 1.1

Natural material variations

Natural stones may exhibit veins, mineral markings, tonal differences, pores, texture changes and other naturally occurring characteristics.

These are not automatically defects. Material conformity will be assessed against the agreed grade, approved sample, product description and applicable specifications.

Tile shade and batch variation

Manufactured tiles may have batch-specific differences within applicable tolerances.

Customers should verify shade, batch and quantity before installation, particularly for large projects.

Technical suitability

Customers should verify product suitability for their intended application, including wet areas, exterior surfaces, high-traffic spaces, parking areas and specialised construction conditions.

Installation precautions

Products should be inspected before installation. Substrate preparation, appropriate adhesives, movement joints, drainage, workmanship and maintenance are essential to performance.

Independent installers are responsible for their own workmanship, subject to any liability legally attributable to Onlystone.

Website imagery

Digital images, visualisers and small samples are indicative. Actual appearance can vary due to lighting, screens, batch differences and the natural characteristics of materials.

Our showroom commitment

Onlystone encourages customers to explore physical samples and product finishes at our Bengaluru showroom before finalising significant purchases.

Legal protection

Normal material characteristics do not excuse products that fail to meet agreed specifications, applicable standards or statutory quality requirements.

Onlystone Customer Assistance

Legal / trade name

ONLYSTONE · Partnership

GSTIN

29AAHFO8063C1Z4

Registered business address

SY No. 103/5, Koppa Village, Jigani Hobli, Anekal Taluq, Jigani, Bengaluru Rural, Karnataka – 560105

Official email

info@onlystone.in

Sales / WhatsApp

+91 80500 41100

Primary website

www.onlystone.in

Customer grievance redressal

BANU Customer Grievance Officer +91 63614 49974 info@onlystone.in

Please include your order or invoice number, contact details and a description of your concern.

These policies are intended to be read together with your accepted quotation, tax invoice and applicable Indian law.