**Customer Services**

Contact

Drukpro sales team is reachable on WhatsApp, Messenger and Instagram platforms. The team will respond normally within 15 minutes on query related to Drukpro products and Sales.

Return Policy

If a wrong item has been shipped to the client, Drukpro will take full responsibility on all transport cost and replace the item at the earliest. The customer has to immediately inform the management via email ( [curator@drukprobhutan.com](mailto:curator@drukprobhutan.com)).

Process of ordering

After you choose your product, you will be taken to “Add to Cart” where you have to choose your destination of delivery and the delivery charges will notified. Please note all taxes and custom duties are not included in the product cost so it has to be fulfilled by customer on delivery.

Changing Existing Order

Incase you want to change your order you have to email ( [curator@drukprobhutan.com](mailto:curator@drukprobhutan.com)) with your order details. You cannot change any order online.

Cancellation Policy

If the product has not been shipped than we can accept 100% cancellation however if shipped than we may not be able to cancel your order. For any cancellation please email to [curator@drukprobhutan.com](mailto:curator@drukprobhutan.com)

Payment procedure

Presently Drukpro Bhutan is accepting only Paypal payments and bank transfers. We will soon be upgrading our payment gateway.

Shipping & Delivery

Drukpro Bhutan only uses Air delivery for all the products since the products are exclusive and Limited in nature. Most deliveries are made within 7-9 days.

**Customer care**

Privacy Policy

Drukpro Bhutan will not share any personal details of their customer, their address or banking details without the consent of the customer.

Payment policy

Drukpro Bhutan website offers Pay on order only. We accept 100% payment first and than we deliver the products. If any refund is to be made to customer, it will be made through the same channel of purchase.

**Terms & Condition**

Delivery

Drukpro Bhutan will deliver products from Bhutan, Thailand and India depending upon the products availability in the stores.

Product Availability  
The product if available on order will immediately be delivered and you will receive a tracking number via email

Drukpro products are LIMITED in nature so if it shows Out of Stock it means it will not be produced anymore.

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The contents on website, such as images, product write up and quotes of Artists is the property of Drukpro Bhutan.