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Privacy Policy

How Mist uses your personal data

(Creating accounts, and purchasing or registering products or services)

If you submit requests online to create an account or to purchase or register our products or services, we may ask you to provide information, such as your email address, delivery address, phone number, product information, time of purchase, and method of payment to implement your purchase orders, deliver your products or services, activate or verify your products, make changes upon your request, provide technical support or authorized updates, and more.

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Online Payment

All the Payment made to purchase or donate for any of our product or service will be listed under "Samuel Konnur"

Shipping Policy

Due to unforeseen circumstances, it is possible that your order gets delayed. We will send you an E-mail/SMS informing you about the delay along with the new expected delivery date.

Mist believes in making your shopping experience perfect. However, if you receive an open or a tampered package, please do not accept it. Report this to us, we will look at it immediately and get back to you.

"Delivery is usually safe, but, if you receive a damaged product you can return/replace it. To avoid any hassle, go through the following steps: On delivery, check if the product is packed properly, is factory sealed and there is no physical damage to the carton. If you are concerned, don't open the product yourself. Call the Mist customer care for further assistance."

We take utmost care to ensure customer satisfaction. Unfortunately, if you receive a wrong product please raise a replacement request or get in touch with us. You can also choose to apply for a refund.

For a smooth delivery of your orders, we have tied up with a number of trustworthy delivery partners. Once your order is dispatched, you will be informed about the shipping details via E-

mail/SMS. Unfortunately, we do not offer the option to choose your preferred delivery partner. However, we will inform you when such services are rolled out in future.

The courier companies usually make more than one attempt to deliver your order. In case you do not receive your order, please get in touch with us

Unfortunately, we do not deliver products internationally at this point in time. However, you can place your orders to India from any part of the world.