

Cash on Delivery Policy

Order now, pay in cash when your INNERAE parcel arrives at your door. This document explains how Cash on Delivery works across Bangladesh, what to expect on delivery day, and how to handle cancellations or missed deliveries.

1. Eligibility

Cash on Delivery is available on all orders shipped to any address inside Bangladesh, regardless of order value. COD is not available for international orders.

2. How to place a COD order

Add your pieces to the bag, proceed to checkout, and choose Cash on Delivery as the payment method. You will receive an order confirmation by SMS or email once your order is placed.

3. Delivery timing

Orders inside Dhaka are delivered in 1–2 working days. Deliveries outside Dhaka take 2–4 working days. Working days exclude Fridays and public holidays. Our courier partner will call or SMS you before attempting delivery.

4. Payment on delivery

Please pay the exact order amount in cash to the delivery agent at the door. Our courier partners may not carry change, so keeping the exact amount ready helps avoid delays. We do not accept card, bKash, Nagad or Rocket at the door for COD orders — those methods are only available for prepaid online orders at checkout.

5. Checking your parcel

You are welcome to open the parcel and verify that the item, size and colour match your order before handing over the cash. For hygiene reasons, intimatewear cannot be tried on at the door. If a piece does not fit after you receive it, please use our 7-day exchange policy.

6. Missed or failed deliveries

If you are unavailable when the courier arrives, they will call you and, if needed, attempt delivery again the next working day. After two failed attempts, the parcel is returned to us and the order is cancelled automatically. You will not be charged.

7. Refused or unpaid parcels

If a parcel is refused at the door or cash cannot be collected, the order is marked undelivered and returned to our warehouse. Repeated refused COD orders from the same phone number or address may require prepayment for future orders.

8. Cancelling or editing a COD order

You can cancel or edit your order free of charge until it has been dispatched. Once the parcel is with the courier, please refuse it at the door and contact our support team so we can process a fresh order.

9. Returns & exchanges

COD orders follow the same 7-day exchange policy as prepaid orders. Please see our Shipping & Returns page for full details.

INNERAE — The First Layer of Comfort. For questions, contact our support team via the Contact page on our website.