

Saha

EVERY PRODUCT HAS A PAST | EVERY PURCHASE CREATES A FUTURE

Frequently Asked Questions

A conscious product brand by Kashvi Foundation

1. About Saha & Kashvi Foundation

Q. What is Saha?

A. Saha is Kashvi Foundation's conscious product brand for upcycled, handmade, eco-friendly, and responsible lifestyle products. It brings together upcycled textile products, handmade items, bamboo and eco-lifestyle products, conscious gifting, and other sustainable lifestyle collections.

Q. Is Saha only about bamboo products?

A. No. Bamboo and eco-lifestyle products are just one collection under Saha. Saha also includes upcycled textile products, handmade items, conscious gifting, and other sustainable lifestyle products.

Q. Is Saha part of Kashvi Foundation?

A. Yes. Kashvi Foundation is the parent nonprofit — a Section 8 nonprofit based in Varanasi, Uttar Pradesh, working on sustainability, circular reuse, and community-led action. Saha is the product brand through which many of its upcycled and conscious products are showcased and sold.

Q. What is Project Circle, and how is it different from Saha?

A. Project Circle is Kashvi Foundation's textile recovery and upcycling initiative — it collects discarded fabric and old clothes and turns suitable material into useful products while supporting skill-building and women-led participation. Saha is the product brand through which many Project Circle products are showcased and sold.

Q. Why do some products look slightly different from the photos?

A. Many of our upcycled textile products are made from recovered fabric, so small variations in colour, texture, pattern, or finish are natural. That's what makes each piece unique — these differences are not defects.

2. Products & Collections

Q. What collections does Saha offer?

A. Saha currently features the Bamboo & Eco Lifestyle Collection, the Upcycled Collection (made from recovered textile material), Cow Dung Products, and Organic Products — with more conscious collections added over time.

Q. Are Saha products handmade?

A. Many Saha products are handmade or hand-finished, especially within our upcycled textile range. Because they're made from recovered fabric, expect gentle, natural variation from piece to piece.

Q. Are all products in stock all the time?

A. Product availability may change, since many items are handmade, upcycled, or produced in small batches. If something is temporarily out of stock, please check back or contact our team for the latest availability.

Q. Can products be customised?

A. Customisation may be possible for selected products depending on available material, order quantity, timeline, and design requirements. Please contact our team with your requirement so we can confirm.

3. Ordering & Payment

Q. How do I place an order?

A. Simply browse a collection, add the products you'd like to your cart, and proceed to checkout. You'll be asked for your delivery details and preferred payment method.

Q. What payment methods do you accept?

A. We accept secure online payments (UPI, cards, and netbanking via Razorpay) , depending on your location.

Q. Is it safe to pay online on this website?

A. Yes. Online payments are processed through Razorpay, a secure, PCI-DSS compliant payment gateway. We do not store your card, UPI, or banking details on our servers.

Q. Can I place a bulk or corporate order?

A. Bulk orders may be possible depending on product type, quantity, available material, and current production capacity — great for eco hampers, event gifting, corporate gifting, or NGO merchandise. Please share your product type, quantity, deadline, and delivery location with our team so we can confirm feasibility and pricing.

Shipping timelines, delivery charges, and return/exchange windows shown on this page are general guidance. Saha team: please replace the placeholder figures below with your finalised courier partner terms before publishing.

4. Shipping & Delivery

Q. Where do you deliver?

A. We currently deliver across India. Delivery options and charges may depend on product type, quantity, weight, and delivery location.

Q. How long will my order take to arrive?

A. Since many Saha products are handmade or made to order in small batches, dispatch and delivery timelines can vary by product. An estimated delivery window will be shown at checkout, and you're welcome to contact us for the latest update on your order.

Q. How can I track my order?

A. Once your order is dispatched, you will receive tracking details via email/SMS (or through your account on the website, if logged in).



6. Supporting Kashvi Foundation

Q. How does buying from Saha support Kashvi Foundation?

A. Buying Saha products supports Kashvi Foundation's sustainability and circularity work, especially where products are connected to Project Circle's textile recovery and upcycling efforts.

Q. Can I donate old clothes or textiles?

A. Yes. You can donate clean, dry, and usable clothes, fabric, or household textiles for Project Circle. Please avoid donating wet, heavily soiled, or unsafe material. Our team can confirm current collection availability and guidelines.

Q. Can I volunteer with Kashvi Foundation?

A. Yes, volunteer opportunities may be available depending on current project needs, your skills, location, and availability — including events, collection drives, content, design, documentation, and outreach support.

Q. Can Kashvi Foundation set up a stall or session at our school/college/event?

A. Yes, Kashvi Foundation can explore stalls, sessions, and collection drives at schools, colleges, offices, exhibitions, and community events, depending on feasibility, schedule, and team availability.

7. Still Have Questions?

A. If you couldn't find what you were looking for, please reach out through our Contact Us page or official social media pages — our team is happy to help with products, orders, donations, volunteering, or collaborations.

