

## RETURNS & EXCHANGES

# 100% Purchase Protection

We are committed to ensure 100% Purchase Protection for customers by offering original and genuine products with warranty (if applicable), secure, fast and EMI payment options and easy returns for items shopped on our website.

You may request for a replacement within 10 days of delivery/ installation (as applicable). In certain cases, where we are unable to process a replacement, we will offer a refund to you.

We will help you troubleshoot any issues you may have, either through online tools, over the phone, and/or through an in-person technical visit. In the case of tablets, you may also be required to install an application to aid with troubleshooting.

For products where installation is provided by our service partners, please do not open the product packaging by yourself. Our authorized personnel shall help in unboxing and installation of the product. In this case, the replacement period commences from the date of installation.

For Equipment, any product related issues will be checked by authorized service personnel (free of cost) and attempted to be resolved by replacing the faulty/ defective part of the product. Full replacement will be provided only in cases where the service personnel opines that replacing the faulty/ defective part will not resolve the issue.

Finger Print Reader, Graphics cards, Motherboards, Internal Hard drives, RAM, and other accessories are non-returnable.

### **Returns Pick-Up and Processing**

In case of returns where you would like item(s) to be picked up from a different address, the address can only be changed if pick-up service is available at the new address.

During pick-up, your product will be checked for the following conditions:

<b>Category</b>	<b>Conditions</b>
Correct Product	IMEI/ name/ image/ brand/ serial number/ article number/ bar code should match and MRP tag should be undetached and clearly visible.
Complete Product	All in-the-box accessories (like remote control, starter kits, instruction manuals, chargers, headphones, etc.), freebies and combos (if any) should be present.
Unused Product	The product should be unused, unwashed, unsoiled, without any stains and with non-tampered quality check seals/ warranty seals (wherever applicable).

Category	Conditions
Undamaged Product	The product should be undamaged and without any scratches, dents, tears or holes.
Undamaged Packaging	Product's original packaging/ box should be undamaged.

The field executive may refuse to accept the return if any of the above conditions are not met.

For any products for which a refund is to be given, the refund will be processed once the returned product has been received by the seller.

### **Refunds**

Once we receive your item, we will inspect it and notify you that we have received your returned item. we will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your credit card (or original method of payment) You will receive the credit within a certain amount of days, depending on your card issuer's policies.

### **Shipping**

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

If you receive a refund, the cost of return shipping will be deducted from your refund.

### **Contact Us**

If you have any questions on how to return your item to us, contact us.