

CANCELLATION AND REFUNDS POLICY

The Cancellation and refunds Policy shall at all times be read with the Terms of Use and the Privacy Policy.

All capitalized terms that have not been specifically defined herein shall have the same meaning as provided under the Terms of Use.

Please read this policy carefully. By using the website, you indicate that you understand, agree and consent to this policy. If you (or "User") do not agree with the terms of this policy, please do not use this website.

A. Cancellation of Order before Dispatch of Products, by the Company

- (i) Except as provided herein below, no cancellations or changes to order will be accepted. The Product will be delivered to the stated delivery address in accordance with these Terms of Use.
- (ii) The Company hereby informs User that User's receipt of an electronic or other form of order confirmation does not signify the Company's acceptance of User's order, nor does it constitute confirmation of the Company's offer to sell. The Company reserves the right at any time after receipt of User's order to accept or decline User's order for any reason. The Company further reserves the right any time after receipt of User's order, after prior notice to User, to supply less than the quantity User ordered of any item. User's order will be deemed accepted by the Company upon shipment of products or performance of services that User has ordered as indicated by the Company's servers. Title to goods and all risk of loss passes to User upon delivery to the common carrier. The Company may require additional verifications or information before accepting any order.
- (iii) The Company shall have the right to refuse or cancel any orders placed for Products listed at an incorrect price, rebate or refund, or containing any other incorrect information or typographical errors. The Company shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and User's credit/ debit/ cash card charged. If User's credit/ debit/ cash card has already been charged for the purchase and User's order is cancelled, the Company shall immediately issue a credit to User's credit/ debit/ cash card account for the amount of the charge.

B. Cancellation of order by User before Dispatch of Products by the Company

- (i) User shall be entitled to cancel an order of any Product, booked on the Website, by placing a "Cancel Order" request, by logging a call with Company's Customer Care Centre by phone on 022-41280000 or email the Company at Response@moprhychardsindia.com
- (ii) "Cancel Order" can be placed anytime after booking of order but before status of order changes into "handed over to courier" on the Website.
- (iii) Cancellation of order shall be without any cancellation charges only if the order is cancelled before the start of its shipping

C. Cancellation of order by User in between transit (after shipping but before delivery) Dispatch of Products by the Company

- (i) Cancellation of order shall be without any cancellation charges if the order is cancelled before the start of its shipping. However, in case of cancellation of any order that is being shipped, a restocking fee of 25% of the product value will be deducted from the amount paid by the Company at its discretion and the balance amount will be refunded to the User by crediting User's account registered with the Company.

D. Return Policy for damaged, defective or the Product is different than that ordered.

- (i) Any Product purchased from the Website can be returned to the Company within 10 days of their delivery only if the Product supplied by the Company is damaged, defective or the Product received is different from the Product that was ordered.
- (ii) Any Product, purchased from the Website, can be returned to the Company within ten(10) days of delivery of the same to User by placing a "Return order" request by logging a call with Company's Customer Care Centre by phone on 022-41280000 or email the Company at Response@moprhyrichardsindia.com
- (iii) The User shall ensure that he/she does not accept the delivery of any Product whose original packaging is damaged or tampered in any manner.
- (iv) In the event if User, on removing the packaging of the Product, finds the Product is damaged and/or defective and/or is different from the Product that was ordered, User shall immediately intimate the Company's Customer Care Centre about such damage and/or defect and/ or difference and the Company shall arrange for the replacement of the Product or refund of price of the Product along with shipping charges, if any, collected by the Company in the unlikely event of the Company being unable to replace the damaged and/or defective Product.
- (v) In case of return of the Product to User, the Company will arrange pick up of the Product to be returned. User will assist and cooperate fully to return the Product with its manuals, booklets, warranty card, accessories, freebies and packing materials or any other thing which were delivered to User along with the Product being returned. At the time of pickup the User will be provided with acknowledgement of pick up by the Company's logistical partner. User should retain the said acknowledgment and quote or produce the same in all his/her future communications with the Company in this regard.
- (vi) All free gifts, in original packing as delivered and unused condition, must be returned along with the Product in case of cancellation of order of the Product with which the free gift(s) is/are given.
- (vii) In case of any defect arising after delivery of the Product or after demo/installation of the Product as the case may be, such defects will be serviced by the Company in accordance with warranty terms.
- (viii) In case User decides to get replacement of the Product due to certain defect in the Product as provided above, then the Company will arrange pick up of the Product to be exchanged/ replaced. However, User agrees to assist and cooperate to return the Product with all its accessories, freebies, original packing materials and such declaration duly signed by User as may be suggested by Customer Service Centre while registering call for return/replacement.
- (ix) In case User opts for replacement of the Product due to any defect at the time of delivery or demo/installation of the Product, User will have to ensure that the Product is returned in undamaged and saleable condition including all accessories and manuals. There should be no signs of external damage on the packaging, including the original carton.
- (x) All eligible refunds for 'Cash on Delivery' transactions will be processed by online transfer to User's designated bank account, the details of which are shared by the User with the Company. The refund will be processed only after the Product(s) is /are collected from the User's place with all its accessories, freebies and original packing materials,
- (xi) In case of non availability of a new Product, Company shall refund the amount paid by the User done via online transfer to User's designated bank account, the details of which are shared by the User with the Company.
- (xii) The User will be bound by the return policy of the Company and shall not hold the Company liable for any loss charges etc he/she may incur due to cancellation of the order.

E. Refund

1. Any cancellation in accordance with above terms qualifies for payment reversal / replacement of the Product depending on availability of the Product and preference of User.

2. All eligible refunds against Cancellation of orders by User before delivery of Product to User without any processing charges.
3. Company shall endeavour to initiate eligible refund, within 7 (Seven) working days of receipt of Request for Cancellation of order, in case of Cancellation before delivery of the Products, or within 7 (Seven) working days after the Company's logistics partner picks up the Product(s) from the User's place, in case of Cancellation of order after delivery of the Product(s). However, it will be credited to User's bank /credit card/debit card account or the source of payment within such time as taken by banking channels to process refund transaction.
4. All refunds will be made out through crediting the account from which the payments were made I,e. the source of payments. Hence actual crediting refund amount depends on User's bank response on refund transactions.
5. If you return the Product the applicable GST/VAT amount will also be refunded into the source account selected at the time of return initiation. However, no refunds of GST/VAT shall be made in relation to shipping charges collected from the User,

This "Refunds and Cancellation Policy" shall at all times be read with the "Terms of Use" and "Privacy Policy"