

## RETURNS, REFUNDS AND EXCHANGE POLICY

Returns, Refunds and Exchange is the scheme provided by us on the website (tinglax.com), in relation to specific products. Returns, refund, and exchange policy gives you an option to return, or exchange items purchased on the website, for any reason within the specified return/exchange period, as detailed on the product details page. However, the return/exchange shall be eligible for products that are in good condition, as may be determined by us.

### What Can I return?

You may request returns for most items you buy on the website that are within the return period. However, products that are explicitly identified as 'not returnable' on the product detail page cannot be returned. Products which are identified as 'returnable' are eligible for return with the conditions as specified in the product description page and this policy. All returns are subject to the details provided in the product description page and other Sections of this policy. Products that are not eligible for return on the website, may be exchangeable for reasons mentioned on the product description page on the website.

However, if you receive a damaged/defective/wrong product from us, you will still be allowed to exchange the product for reasons as provided in the product description page.

In case you have purchased a product with which a free product is delivered, and you raise a request for return the main product, you will have to return the free product as well. Further, a product which forms a part of a package of other products, you must return all products that form part of the package to process the refund.

In circumstances where you return an extra or a different product, we will not be accountable for misplacement or replacement of such product and will not be responsible for its delivery back to you.

### How to return items?

You can return the products purchased on the website within the specified return/exchange period provided on the product description page. To return a product, please follow the steps mentioned below:

- If a product is eligible for return, the user will be able to initiate the return request under the 'My Orders' section.
- Create a 'return request' under the 'My Orders' section on the website and follow the instructions provided on the website.
- After the 'return request' has been raised, Return ID will be generated.
- In case you purchase multiple products in a single order, return requests for individual items can also be raised.
- Once a return request is raised, we shall analyse the request and accordingly process the request internally. All return / exchange claims shall be subject to tinglax discretion.
- If you have scheduled a pick – up for returning the product, please keep the items ready to be picked up by the delivery partners.
- Please keep the product in the original manufacturer's packaging, all tags should be intact and warranty card, if any, should also be placed with the product.
- At the time of pick up, our delivery partner may conduct a quality check on the product to ensure the product meets the criteria specified under return guidelines. If the product fails such a quality check, the product shall not be returned, and no refund shall be made against such product.
- Please note that the product will be picked up from the same address where delivery was made.
- Further, on receipt of returned product, the product shall undergo a quality check. If the product returned in an acceptable condition, as determined by us at its sole discretion, the

refund shall be initiated, otherwise the product will be re-shipped to you, at your cost, and no refund/exchange shall be initiated.

### **Can my order be exchanged?**

All products which are returnable are eligible to be exchanged, subject to the return options mentioned hereinabove. However, there may be certain products which are not eligible for return but are eligible for exchange. Further, exchange is subject to stock availability and subject to your address being serviceable for exchange. The exchange request must be raised within the return/exchange period specified on the product detail page.

In case of exchange, if the cost of the new product is more than the original product delivered, you will have to pay the difference amount and if the cost of the new product is less than the original product delivered, the difference amount will be refunded.

Further, once a product has been exchanged, there cannot be any more exchanges on the same order.

### **How to exchange items?**

You can exchange the products purchased on the website within the specified exchange period, unless the product description page specifies that the product is not exchangeable. It is hereby clarified that exchange in this policy means exchange with the same product and not with a different product. To exchange a product, please follow the steps mentioned below:

- If a product is eligible for exchange, the option shall be available against the product under 'My Orders' section.
- Create a 'exchange request' under the 'My Orders' section on the website and follow the screens that are prompted.
- In case you purchase multiple products in a single order, exchange requests for individual item can also be raised.
- After an exchange request has been raised, Exchange Id will be generated.
- Keep the items ready for exchange pick up. Please keep the product in the original manufacturer's packaging, all tags should be intact and warranty card, if any, should also be placed with the product.
- Once the original product is handed over to the delivery agent, the exchanged product will be delivered to you separately.
- At the time of pick up, the delivery agent may conduct a quality check on the product to ensure the product meets the criteria specified under return / exchange guidelines. If the product fails such quality check, the product shall not be exchanged, and no refund shall be made against such product.
- The product will be picked up from the same address where delivery was made.

### **What are the return and exchange guidelines?**

Prior to creating a return or exchange request on the website, you shall ensure that, the product which is being return either for returning the product or for exchanging the product:

- must be in its original condition with all the packaging including brand/manufacturer's box/packaging, tags, warranty cards and other accessories intact;
- must not be damaged in your possession;
- must be unused, unwashed, unsoiled, without any stains and with non-tampered quality check seals/return tags/warranty seals (wherever applicable);
- must not be used or altered;
- must be the same product that was delivered to you; and
- must be returned within the return period specified against a product on the product detail page.

Further, IMEI/ name/ image/ brand/ serial number/ article number/ bar code of the returned product should match our records. Any additional conditions provided in the product details against each product shall be applicable as well.

Further:

- Your address and the item that you wish to return must be eligible for return.
- If the return is not eligible for pickup, a return option will not be available.
- Once the return is received, you will be provided with a refund or exchange, as requested.
- If you intend to return an electronic device that stores any personal information, you must remove/delete all such personal information from the device prior to returning. We shall not be liable in any manner whatsoever for any use of such information. Such electronic device should be formatted, and screen lock should be disabled.
- No return, exchange shall be accepted if warranty card, if any, is missing while return, or exchange of product.

The products available on the Website are usually returnable/exchangeable within 7 days of delivery. However, specific details in relation to each product are mentioned in the product description. Further, a product which has been returned/exchanged cannot be returned/exchanged again.

#### **How will I get my refund?**

- Refund will be credited to the same source of payment from which payment was received, after deducting the cost of return (where applicable), once returned is received.
- If you desire to return a product, then you shall be entitled to receive only the amount actually paid by you for the purchase of the product.
- In the event any product is returned, then any offer, promotion, discount applied to such product shall be forfeited.
- If you have made the payment through your bank account, the refund will be credited to the same bank account from which payment was received after deducting the cost of return (where applicable), once the return is received.
- If you have made the payment as cash on delivery, you will be asked to provide us with your bank account details and the refund amount will be credited to the bank account details provided by you. We shall not be liable to you in case incorrect bank account details have been provided by you.
- In case of any discrepancies regarding receipt of refund amount, We may request for additional information such as bank statement or any other relevant document.

#### **When will I get my refund?**

Following are the processing timelines after the return product is received by us or when the seller notifies us of the receipt of the return products.

<b>Refund Method</b>	<b>Refund Time Frame</b>
Credit Card, Debit Card, Net Banking, UPI Linked Bank Account	5-10 Business Days
Cash on Delivery (Refund to Bank Account)	5-10 Business Days after updating the bank account details

**Miscellaneous**

Please note that all the customer claims and requests for return/refund shall be subject to our satisfaction.

We reserve the right, at its sole discretion, to amend, change, modify, add, or remove any portion of this policy at any time without any prior written notice to you. It is your responsibility to review this policy periodically for any updates/ changes.

For any further queries regarding return, exchange, or refund, please reach out to customer support at [tinglax48@gmail.com](mailto:tinglax48@gmail.com).