

**Searchway Global Fashion (OPC) Private Limited** would like to thank you for being associated & shopping with us at our website <https://searchwayglobalonline.com/>

This Policy describes about our consumer-friendly product cancellation, return, cooling off period, buy-back and refund policy in respect of shopping made at our Platforms.

Please note any / all claims of shopping cancellation, return, exchange, or refunds shall be dealt by this policy and the Company reserves its right to change the Policy at any time without any prior notice. To make sure you are aware of any changes, please review this policy periodically.

## **Returns & Refund Policy**

**Searchway Global Fashion (OPC) Private Limited** offers Returns & refund Policies of the products that can be initiated within 30 days of date of invoice.

Return, Replacements & Refund are accepted only in case of:

1. Defected Products.
2. Damage during delivery
3. Missing Products or
4. Wrong products delivered.
5. Don't want to continue the Business.

**1. Cooling off Time:** Return & refund policy is only valid up to 30 days from the date of Invoice.

### **2. Terms of Return & Refund Policy:**

**2.1** As a unique features company has "No question asked" return & refund policy subjected to certain quality parameters & guidelines as set forth herein below. Return period is 30 days within the date of invoice. No cases will be entertained after this duration.

**2.2** Before Accepting shipment of any product make sure that product's package is not damage or tempered. If the package is tempered or damaged then refuse to accept delivery. Accepting delivery of such damaged or tempered shipments shall be entirely at your own risk & company will not be responsible for the same.

**2.3** If you are not satisfied with the products you have purchased in the event where there are defects & deficiency in the products. You may initiate the product exchange, replacement or return request or you can contact us through the mail that is given on our website <https://searchwayglobalonline.com/>

**2.4** if you are desired to cancel your order within the 30 days of invoice then your eligible amount will be paid directly in your Bank through NEFT transaction.

2.5 In case of damage products or Wrong products received you must register your complain to us on our registered email id given on the website <https://searchwayglobalonline.com/> within 24 to 72 hours from the date of delivery. Any claim for damaged products/quality issue/wrong product reported after 72 hours from the date of delivery will not be entertained by the company.

2.6 The product you are claiming to return should be in proper condition with proper tagging & Packing. If product is not in proper condition, then there will be no refund given to that particular product/product.

2.7 All return, replacements and refund shall be subject to successful completion of quality check at Company's warehouse in compliance of terms and conditions of this Policy

2.8 Return, exchange, or refund for purchased Products shall not be entertained by Company if:

A) The Product has been used for reasons apart from checking fit and comfort.

B) The Product has been washed

C) The price tags, brand tags, box, original packaging material, and accompanying accessories have been damaged or discarded

D) The serial number / bar code of the Product, as applicable, does not match Company's records;

E) The accessories delivered with the Product are not returned along with the Product, in an undamaged condition.

F) There are any dents, tears or any other damage to the Products or any part thereof.

G) Company is satisfied that the Product has been rendered defective or unusable

2.9 Refund of the amount will be initiated for saleable, sealed, unopened products only (as the case may be) if specifically requested and upon successful completion of quality checks of eligible products at Company's warehouse. The Company may also conduct quality check of the delivered Products at your location and if satisfied with the claim raised, accept the return of the Products. It is further clarified that the Company shall not be required to make any refund in respect of any Product that it deems ineligible for a refund based on its quality checks parameters.

2.10. Company will initiate your refund request within the 7 working days after the receiving of product at the warehouse.

### **Return Pick Up & Processing**

A) Upon receipt of request for product return, Company's reverse-logistics partners shall get in touch with you to facilitate reverse-logistics for pickup of Products return. Only three pick up attempts will be made to collect the product return by logistic partner.

B) In events where Company is unable to facilitate a pick-up of the Product return, you are required to self-ship the Product to Company's warehouse at the address and to share the courier / postal receipt / docket no using customer care chat option or email id available at the website of the Company. You will be reimbursed expenses incurred on self- shipment of product return

equivalent to shipping charges paid by you at the time of placing the order subject to satisfaction of other conditions of this policy. In this kind of cases, you can contact our customer care (Product Team) they will coordinate accordingly to you on your registered email.

## **Claims of NON-Receipt/ Delivery of Products.**

- A) The company always put its efforts to deliver the ordered products within 10 days from the date of purchase. However, in the rare cases if the time exceeded more than 10 days and you didn't receive your order you can contact our customer care providing the details of the order.
- B) Such cases of non-receipt of ordered product must be informed to our customer care within the 15 days from the date of purchase. If you are failing to do so company will not accept any claim & order will be considered as delivered
- C) Subject to timely intimation by you the Company shall, investigate the matter with the courier partner and provide adequate resolution such as expedite delivery or reshipment or refund, as the case may be, basis the findings of the investigation

## **Delivery Policy:**

1. Company delivers all ordered products through different courier partners. Company puts its efforts to deliver the products within 10 days from the date of purchase
2. We give every customer all details about his ordered products Delivery like Tracking ID, Docket No, Expected Time of delivery etc. on his / her registered number & on his / her profile panel.
3. In case customer unable to attend phone calls of our delivery partner at the time of delivery of products. Then our delivery partner attempts 3 times more for delivery.
4. If in case Delivery partner unable to connects with the customer even after so many attempts. Then company will try to connect with Customer too
5. If after all these attempts Customer didn't receive his / her order then that particular order will be RTO for our warehouse. Customer can ask for the refund of particular order.
6. Refund will be processed according to Return & Refund Policy. Refund amount will be after the deduction of delivery charges
7. If after RTO customer wants to receive his / her ordered product then he / she can connect to our customer care number given on our website <https://searchwayglobalonline.com/>
8. For RTO orders mentioned in point no 7. Customer has to pay delivery charges again for receiving same order.