

REPLACEMENT, RETURN AND REFUND POLICY

GENERAL

- i. This website with the URL of www.designzlife.com ("Website/Site") is operated by Designz Life ("We/Our/Us").
- ii. We are committed to providing our customers with the highest quality Products and Services. However, on rare occasions, Products and Services may be found to be faulty or deficient. In such cases, We offer a replacement or return and refund facilities in accordance with this Refund Policy ("Policy")
- iii. You are advised to read Our Terms and Conditions along with this Policy.
- iv. By using this website, you agree to be bound by the terms contained in this Policy without modification. If you do not agree to the terms contained in this Policy, You are advised not to transact on this website.
- v. You may initiate the replacement or return and refund procedure within the following timeline and rules:
- vi. Please read this Policy before making a purchase or availing of any service on this website, so that You understand your rights as well as what you can expect from Us if you are not happy with your purchase.

DEFINITIONS

- i. "Business Days" - means a day that is not a Saturday, Sunday, public holiday, or bank holiday in India or in the state where our office is located.
- ii. "Customer"- means a person who buys any goods or availing services for consideration but does not include a person who purchases such goods or avail services to resell them.
- iii. "Date of Transaction" - means the date of purchase of any product or service, which includes the date of any renewal processed in accordance with the terms and conditions of the applicable product or service agreement.
- iv. "Website" - means this website with the URL: www.designzlife.com.

REPLACEMENT, RETURN AND REFUND RULES

- i. Every effort is made to service the orders placed, as per the specifications and timelines mentioned with respect to the Products and Services. If due to any unforeseen circumstances or limitations from Our side, the order is not shipped or delivered then such order stands cancelled, and the amount paid by You is refunded.
- ii. We will not process a replacement return if the customer has placed the order for the wrong product model, colour, or incorrect product or service.
- iii. When you make a qualifying return, We will refund the full amount, less the original shipping and handling charges.
- iv. Replacement, Return or refund shall only be considered once the Customer concerned produces relevant documents and proof.
- v. If following the testing process, the product is found to be in good working order without defects, We will return the product to you, and the carriage costs of this return will be Your responsibility.
- vi. The product will be eligible for replacement only if the same product/model is available in stock. In case the same product/model is out of stock, a refund shall be provided.
- vii. Once qualified, the refunds are applied to the original payment option.
- viii. Please note that the Digital Products are non-returnable unless such Digital Product is materially non-compliant with its specifications or the physical media on which it is supplied is defective.

REPLACEMENT & RETURNS

Our policy lasts 8 days. If 8 days have gone by since your purchase, unfortunately, we can't offer you a refund or exchange.

To be eligible for a REPLACEMENT or a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

REFUNDS (IF APPLICABLE)

- i. Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.
- ii. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

PRODUCTS DAMAGED DURING THE TRANSIT

- i. Replacement can be made if the Customer establishes that the product was delivered in defective condition or has physical damage within 8 days of receipt of the product.
- ii. We will organize to repair the damaged product or collect it and replace it with an equivalent product, or provide a refund, provided that you contact us within 8 days of receipt of the product.
- iii. Any damaged product must be returned in the condition it was in when you received it, together with any packaging and other items which you received with the damaged product.

ORDER NOT CONFIRMED BUT AMOUNT DEDUCTED

- i. If the amount has been deducted and the order is not confirmed, please do contact Your respective bank. It takes 7-10 Business Days to reverse back the amount by the respective bank.
- ii. If the issue has not been resolved within 7-10 Business Days, you can contact Our customer care support as follows: connect@designzlife.com.

LATE OR MISSING REFUNDS

- i. If you haven't received a refund yet, first check your bank account again.
- ii. Then contact your credit/debit card company, it may take some time before your refund is officially posted.
- iii. Next, contact your bank. There is often some processing time before a refund is posted.
- iv. If you've done all of this and you still have not received your refund yet, please contact us at connect@designzlife.com.

EXEMPTIONS

- a. Notwithstanding the other provisions of this Policy, We may refuse to provide repair, replacement, or refund for a product or service you purchased if:
 - i. the product purchased is sale items or promotional items (discounts, giveaways, etc.).
 - ii. if the product has been used or opened.
 - iii. the products are not in the same condition as when they were delivered.
 - iv. misused the product in a way that caused the problem.
 - v. You knew or were made aware of the problem(s) with the product or service before you purchased it.
 - vi. Gifts or free services.
 - vii. the product is broken, tampered or damaged.
 - viii. the product is returned after the return window is closed or the Refund Period expires.
 - ix. Any other exceptions apply under the Consumer Protection Act, 2019.
- b. Apart from the aforementioned goods and services, the following goods and services are not eligible for a refund: Services, Personalized products, multiple quantity and bulk orders (10 or more is bulk for Products priced below INR 120/-, and bulk means 5 or more for products priced above INR 180/-).

RULES OF RETURNING THE PRODUCT

- i. The request for cancellation of the products can be made in the following manner:
- ii. Send an email with details- order number, the reason for replacement/return, unpacking video and images to connect@designzlife.com
- iii. You are eligible to return the product only if you return the products in the same condition in which You received them.
- iv. Pack the product properly and label the product with the order number, return address and Your address.
- v. The product shall be returned in its original packaging inside a new packaging.
- vi. We do not accept liability for packages damaged during the return transit. It is the customer's responsibility to pack the product properly to prevent any damage during transit.
- vii. Upon receiving Your replacement/return request, We shall verify the request and if found genuine, We will arrange a pick-up of the product through an assigned logistics service provider.
- viii. The order returned must accompany all accessories (including freebies) which were serviced along with the order or else the cost of the accessories shall be recovered from the refund amount.
- ix. On receipt of the returned product, We will test it to identify the fault You have notified Us of.
 - x. A copy of the receipt or invoice shall be attached along with the returned product.
 - xi. You will receive an email notification at Your email address or mobile number provided to Us.

SHIPPING

- i. We provide all support to return the product. However, any cost incurred on the packaging or returning of the product shall be borne by the customer itself.
- ii. To return your product, you should mail your product to our Kolkata Workspace: 97, Santoshpur Avenue (1st floor), Kolkata - 700075
- iii. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.
- iv. Depending on where you live, the time it may take for your exchanged product to reach you may vary.
- v. The risk of loss lies with the customer. Proof of postage is not proof of delivery, and You are therefore strongly advised to send your package by recorded delivery, registered post, or courier.

YOUR DATA

The privacy of your data supplied to Us during the return and refund procedure is also governed by our privacy policy.

RESPONSE TIME

- i. Refunds are normally processed within 10 Business Days after the completion of quality checks of the product returned.
- ii. Refunds are normally processed within 10 Business Days after checking the veracity of the refund request.
- iii. The period of refund may also depend on various banking and payment channels, and we will not be liable for any errors or delays in a refund due to banks or third-party service providers.

CANCELLATION OF RETURN REQUEST

A request for a return or refund once made can be cancelled by contacting customer care at connect@designzlife.com.

REFUSAL OF RETURN OR REFUND REQUEST

We reserve the right to refuse or cancel any return request if such a request is not in compliance with this Policy or applicable laws.

CONTACT US

For any feedback, concern, or query, You may reach out to Us on the contact details below.

Customer Care Number +91-9836783088

Email: connect@designzlife.com