

At FutureSmart Tech Store, we strive to ensure customer satisfaction with every purchase. If you are not completely satisfied with your order, we offer a hassle-free return policy to make the process as smooth as possible.

Eligibility for Returns

- Products can be returned within 30 days of receipt.
- Items must be in their original condition, unused, and in the original packaging with all tags, manuals, and accessories included.
- Returns are applicable for items that are damaged, defective, or not as described.

Non-Returnable Items

The following items are not eligible for return:

- Software, CDs, or DVDs that have been opened.
- Items marked as "Final Sale" or "Non-Returnable" at the time of purchase.
- Gift cards or promotional items.

How to Initiate a Return

1. Contact Us: Reach out to our customer service team via email at support@futuresmarttechstore.com or call us at +91-XXXXXXXXXX with your order details.
2. Approval: Once your return request is approved, you will receive a Return Merchandise Authorization (RMA) number and detailed instructions.
3. Ship the Item: Pack the item securely, include the RMA number, and send it to our return address: FutureSmart Tech Store Returns Department Mumbai, India PIN: 400001

Refund Process

- Refunds will be processed once the returned item is inspected and approved.
- Refunds will be issued to the original payment method within 7-10 business days after approval.
- Shipping fees are non-refundable unless the return is due to a mistake on our part (e.g., wrong or defective item).

Exchange Policy

- Exchanges are allowed for the same item if it is defective or damaged. If you wish to exchange for a different product, we recommend initiating a return and placing a new order.

Important Notes

- Ensure proper packaging to avoid damage during transit.
- We recommend using a trackable shipping service for your return.
- FutureSmart Tech Store is not responsible for returns lost in transit.

For further assistance, feel free to contact our customer service team. We're here to help!