

## **SHIPMENT, REFUND, RETURN AND EXCHANGE POLICY**

The following clauses shall govern the shipment, refund, return and exchange policy of [www.rabbitautocare.com](http://www.rabbitautocare.com), [www.rabbitautocare.shop](http://www.rabbitautocare.shop) and [www.rabbitautocare.in](http://www.rabbitautocare.in) (We/us/website/platform), which shall also form a part of the 'Terms of use' of this website :

1. The term 'refund' used herein shall include the refund amount or the balance amount in case of exchanged products, whether the balance amount is towards the user or us. The term 'user' shall include the person who has confirmed the order through the website or any other person who has confirmed the order on behalf of the user through his account or any other person for whom the user has ordered the product(s). In case of any order made for a third party by the user or an order made by some person on behalf of the person having the account on the website, the website shall only be contracting with the user on whose account the order has been made.
2. The price of any product listed on the website may change from time to time at our discretion. The final price subject to any coupons, discounts shall be calculated at the time of checkout. The displayed prices shall include the taxes.

### **SHIPMENT AND LOGISTICS :**

3. In a prepaid order, we usually ship the product within 1-2 days of receiving the confirmation of order. In a COD (cash on delivery) order, the shipment may take 2-3 days after confirmation of the order.
4. The shipment shall generally be carried out by our courier partner 'Shiprocket'. The package can be tracked on the website of 'Shiprocket'.
5. The website may also ship the order through any other courier partner. We only ship through trusted courier partners. The order may be tracked on the website of the concerned courier partner.

6. The logistics and shipment policy of the concerned partner shall be applicable on the order.
7. The delivery timings and charge may vary from package to package and pincode and shall be calculated at the checkout. The timing displayed or checked may however reasonably vary with the timing of actual delivery of the product.
8. The product shall be sent to the address as provided at the time of checkout and confirmation of the order by the user. No changes could be entertained regarding change of address after shipping of the order, however the same may be entertained, at our sole discretion, after the order is placed and before shipping of the same.

**CANCELLATION :**

9. The website reserves the exclusive right of cancellation of any order in any case whatsoever, subject to refund of the amount in case of prepaid order.
10. The user may be allowed to cancel the order before shipment and he would be entitled to the refund in case of a prepaid order.

**RETURN, EXCHANGE AND REFUND :**

11. The return and exchange period of the product shall be individually mentioned in the description page of the product and every such period shall be computed as per the period mentioned in the description of that product. The return and exchange period shall start from the day of receipt of order. For example, if two products are ordered and received at once, their return and exchange period shall be individually calculated as per their description. The timeline for picking up the return in case it is picked by our partner shall be upto 7 working days and in case of self shipment, it shall be upto 3 working days post the confirmation of the return.
12. There may be products which are non-returnable or non-exchangeable and there may also be products which may only be exchangeable and non-returnable. The description of each product shall however be mentioned

on the page of the product and the terms of the present policy shall be governed by the description mentioned. This clause shall be subject to Clauses 13 and 14 of this policy.

13. Microfibers shall be strictly non returnable and non exchangeable.
14. The returnable/exchangeable products shall only be done so only if the 'VOID' sticker on the product is intact and not tampered or opened with.
15. The user shall provide the reason for returning the product. It shall be the duty of the user to return the same product for which he has placed the return request. We shall not be bound to issue any refund or exchange or credit point if any wrong product is returned.
16. The product shall only be returnable if sealed. The product with open seal shall be strictly non-returnable and non-exchangeable, except under any express consent by the website. This clause shall be subject to Clauses 17 and 18 of this policy.
17. The user may be required to share the image and/or the videography of the product with the agent of the website before return or exchange, as the case may be. The product may also be checked by the courier partner during pickup in case of return or exchange, as directed to him by us.
18. The courier partner may decline to accept the product for return or exchange, if he has reasons to believe that the seal of the product is broken, or the product is used or tampered with. In such a case, the request for return or exchange may be made alongwith photographs of product with the website through its official communication channels. The ultimate call to return or exchange the product and refund the amount shall be made by us at our discretion.
19. The cost of return including the carrier and courier charges shall be borne by the user, which shall be calculated at the time of placing the return or exchange. In case, we are not able to provide any pick up service, the user may also send the product for return or exchange by himself

(“self-shipment”) at his own charges. The product shall be sent at RBTX Nexus Pvt. Ltd. at Indira Colony, Thanesar, Kurukshetra - 136118 to and thereafter, the return shall be issued as per the terms of clauses 15 to 18.

20. The refund shall only be issued after the product is received by us. The amount to be refunded shall only include the cost of product at the time of confirmation of the order and nothing else, unless any other term is expressly mentioned in the product description. The amount to be reflected in the user's provided amount may take 5-7 working days. This clause shall be subject to clause 19 of the present policy.
21. We reserve the right to initiate the refund after the product passes its quality check including whether the product is used or not, or if the seal is broken or not or if it is tampered with or not. In case of non-satisfaction, we shall not be bound to issue a refund. However, the returned product will once again be shipped back in such a case but only subject to courier charges being paid by the user or the deduction of the same from the previous value of the order.
22. The refund amount shall be transferred to the original mode of transfer of the user or to any other mode as confirmed by the user during confirmation of return, which would not be changed later. In case of a COD order, the refund shall be made to the bank account provided by the user. The website shall not in any way be responsible for any mistake regarding the bank account or any other account details provided by the user for the purpose of refund. In cases where the user is not charged for shipment charges during return or exchange of the product, we reserve the right to deduct the return courier charges from the amount to be refunded.
23. The user may also choose to convert their refund amount into non-convertible credit points of the same value, if eligible and offered to do so. These credit points could be used on the placement of the next order. The validity of these credit points shall be till the time the website remains in force.

24.The website may also issue any exchange of product with the returned back if only agreed by both the user and the website, through official communication channels.

25.In case of exchange of any product, it may happen that the product to be exchanged does not have the same value/price of the product with which the product is exchanged. In such a situation, if the product to be exchanged has a higher value from the product with which it is exchanged, we shall refund the balance amount to the user after deducting the courier and platform charges. In case, the exchanged product has a value more than the product which is returned for exchange, the user shall pay the balance amount at the time of confirmation of the order or at the time of exchange in case of a COD order.

#### **VARIATIONS OR MODIFICATION OF TERMS :**

26.The website reserves the right to change or vary or modify the shipment, refund, return and exchange policy or the policy regarding any of their products without any prior intimation.

#### **ENTIRE AGREEMENT :**

27.This policy shall be the entire policy regarding the shipment, return, refund or exchange of any product or order placed on the website.

#### **SEVERABILITY :**

28.In case any part of this document is found to be void or unenforceable or unlawful, it shall have no effect on the rest of the document unaffected by it.

#### **WAIVER :**

29.The failure to enforce or exercise any term or clause of this document shall not be construed as waiver of such term or right or clause.