TECHMART INDIA – RETURN & REFUND POLICY

Effective Date: January 1, 2024
Applicable Across India

RETURN & REFUND POLICY

This Return & Refund Policy governs the return, replacement, and refund of products purchased from **TechMart India**, a pan-India electronics retail platform ("TechMart"). By purchasing products from TechMart, you agree to the terms outlined below.

This policy is separate from and complementary to the **TechMart Warranty Policy**.

1. ELIGIBLE RETURNS

Products are eligible for return if all the following conditions are met:

- Product is unused and in original condition

- Original packaging, accessories, and manuals are included

- Original invoice is provided

- Product is not physically damaged or tampered with

- Return request is raised within the applicable return window

2. RETURN WINDOW

Returns are accepted according to the timeline below:

- **0–30 days from purchase:**
  Eligible for full refund to the original payment method

- **31–60 days from purchase:**
  Eligible for store credit only

- **After 60 days:**
  Returns are not accepted

3. DEFECTIVE PRODUCTS

- Defective products reported within **15 days of delivery** are eligible for **free replacement or repair**

- Defects identified after 15 days will be handled under the **Warranty Policy**

- Physical or accidental damage is not considered a defect

4. REFUND PROCESS

- Refunds are processed within **5–7 business days** after inspection
- Refunds are issued to the **original payment method**
- Shipping and handling charges are non-refundable
- Refund confirmation will be shared via email or SMS

5. EXCHANGE POLICY

- Free exchange available within **15 days** for defective products
- Size, color, or model exchanges may be allowed within **30 days**, subject to stock availability
- Exchange shipping costs may be covered by TechMart for verified defects

6. NON-RETURNABLE ITEMS

The following items are not eligible for return:

- Software or digital products once opened or activated
- Customized or personalized products
- Clearance or final-sale items marked as non-returnable
- Gift cards or promotional vouchers

7. RETURN PROCESS

To initiate a return:

1. Contact TechMart customer support
2. Provide order number and invoice
3. Receive return authorization approval
4. Pack the product securely with all accessories
5. Ship the product to the designated return center

TechMart reserves the right to reject returns that do not meet eligibility criteria.

8. LIMITATION OF LIABILITY

To the maximum extent permitted by law, TechMart shall not be liable for indirect or consequential losses arising from product returns, including delays caused by logistics or inspection processes.

9. GOVERNING LAW

This policy shall be governed by and construed in accordance with the laws of **India**, and disputes shall be subject to the jurisdiction of Indian courts.

This return policy document is fictional and created solely for demonstration and hackathon purposes.