

## **Refund Policy**

**1. Overview** At Theta, we strive to ensure customer satisfaction with our products, including laptops, phones, and tablets. If you are not completely satisfied with your purchase, we offer a refund policy to facilitate returns and exchanges under specific conditions.

**2. Eligibility for Refunds** Refunds may be issued under the following circumstances:

- The product is defective or damaged upon arrival.
- The wrong item was shipped.
- The service provided did not meet the agreed-upon terms.
- The product is returned in its original condition within 7 days of purchase.

**3. Non-Refundable Items** Certain items are non-refundable, including:

- Digital products and downloadable content.
- Perishable goods (e.g., food, flowers, newspapers, or magazines).
- Personalized or customized items.
- Items purchased on final sale or clearance.

**4. Refund Process** To initiate a refund, please follow these steps:

1. Contact our customer support team at [theta@gmail.com](mailto:theta@gmail.com) / 0800622227 within 7 days of receiving your order.
2. Provide your order number, proof of purchase, and a description of the issue.
3. If a return is required, we will provide you with a return authorization and instructions.
4. Upon receipt and inspection of the returned item, we will process the refund within [X] business days.

## **5. Return Shipping**

- Customers are responsible for return shipping costs unless the return is due to an error on our part.
- We recommend using a trackable shipping service to ensure the safe return of the product.

**6. Refund Method** Refunds will be issued using the original payment method. If the original payment method is unavailable, store credit may be offered as an alternative.

**7. Late or Missing Refunds** If you haven't received your refund within the stated timeframe, please check with your bank or payment provider. If the issue persists, contact us at [theta@gmail.com](mailto:theta@gmail.com) / 0800622227.

**8. Policy Updates** We reserve the right to update or modify this refund policy at any time. Any changes will be posted on our website.

For further inquiries, please contact us at [theta@gmail.com](mailto:theta@gmail.com) / 0800622227.