

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 / 1234567890 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 [7] 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 / 1234567890.

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 / 1234567890.