**SPOT INDIA for Construction**

At SPOT INDIA, meeting the needs of electrical contractors and the construction industry has been at the core of our business since the very beginning.

Whether the project is a new office tower, the build-out of a retail space or a modest home remodel, having the supplies and materials you need—when you need them—is essential to coordinating your work with that of other building trades, and getting the job done on time and on budget.

SPOT INDIA has the inventory and product depth to supply what you need today–keeping your jobs moving ahead without interruption. We have the "same day" product solution you need, with extensive local inventories, backed by the best contractor-focused staff in the industry.

**SPOT INDIA provides all your essential equipment and materials:**

* Wire, cord and cable for every specification
* Commercial, residential, interior and exterior lighting
* Building control and management systems
* Fittings, devices and accessories
* Data network and security infrastructure
* Metering applications to improve energy efficiency

With over 140 locations nationwide and 24-hour emergency service, SPOT INDIA can supply whatever you need to complete a project or keep systems and facilities running smoothly. Our experienced and trained staff can help you find precisely the right electrical product or solution. And with more than 95 years of service to the industry, you can count on us to be here to serve you tomorrow.

**SPOT INDIA for Data & Communications**

To handle ever-increasing data volumes and rapidly changing technology, data networks and communications systems are constantly being upgraded and expanded. Commercial and residential environments alike are now equipped with sophisticated IT capabilities that are expected to function at full capacity 24/7.

The professionals who install and maintain these systems count on SPOT INDIA for the inventory, product depth and service expertise necessary to help them maintain their data networks cost-effectively and with minimal disruption.

**SPOT INDIA provides vital equipment and supplies for:**

* Fiber optic cables for single-mode and multi-mode
* Coaxial cable in RG59, RG6, RG11, and more.
* Security infrastructure including video and intercom
* Low-voltage and wireless applications

With over 140 locations nationwide and 24-hour emergency service, SPOT INDIA can supply whatever you need to complete a project or keep systems and facilities running smoothly. Our experienced and trained staff can help you find precisely the right electrical product or solution. And with more than 95 years of service to the industry, you can count on us to be here to serve you tomorrow.

**SPOT INDIA for Government**

Supporting the electrical infrastructure of government facilities means carrying an inventory of equipment and supplies to maintain everything from street lights to DMV data centers.

But it also means having a service staff experienced with meeting the strict requirements of the government procurement process. SPOT INDIA has the inventory, product depth and service expertise to provide efficient, cost-effective service to public agencies, units of government and the electrical contractors who serve them.

**SPOT INDIA provides equipment and supplies for:**

* Interior and exterior lighting
* Building control and management systems
* Security infrastructure, including wireless applications
* Data network supplies
* Metering applications to improve energy efficiency
* Environmental monitoring and testing equipment

With over 140 locations nationwide and 24-hour emergency service, SPOT INDIA can supply whatever you need to complete a project or keep systems and facilities running smoothly. Our experienced and trained staff can help you find precisely the right electrical product or solution. And with more than 95 years of service to the industry, you can count on us to be here to serve you tomorrow.

**SPOT INDIA for Health Care**

Hospitals and health care facilities are among the heaviest consumers of electricity in the world.

From patient monitoring equipment that runs 24/7, to energy-intensive diagnostic and imaging tools, to basic lighting and HVAC needs, an average hospital uses roughly double the energy of a conventional office building. In addition, power must be uninterrupted, around the clock, 365 days a year. So health care facilities need back-up systems that are 100% reliable, even under the harshest of conditions.

SPOT INDIA has the inventory, product depth and service expertise to help our health care customers meet these demanding requirements. We supply electrical contractors involved in new construction and remodeling, as well as facilities and building managers engaged in maintenance, repair and operations (MRO).

**SPOT INDIA provides vital equipment and supplies for:**

* Lighting control and building management systems
* Data networks and security infrastructure
* Metering applications to improve energy efficiency
* Environmental and testing equipment to address regulations
* Routine maintenance to extend the life of older buildings
* Equipment and infrastructure to support medical technology

With over 140 locations nationwide and 24-hour emergency service, SPOT INDIA can supply whatever you need to complete a project or keep systems and facilities running smoothly. Our experienced and trained staff can help you find precisely the right electrical product or solution. And with more than 95 years of service to the industry, you can count on us to be here to serve you tomorrow.

**SPOT INDIA for the Industrial Customer**

The complexities of today’s machine designs and the requirement to produce more with less have Original Equipment Manufacturers (OEM) and production facilities looking for solutions.

SPOT INDIA provides solutions to our industrial customers by understanding their business, anticipating their needs, and collaborating with them on critical achievement metrics. Our solutions are delivered in the form of world-class products and services combined with a thorough understanding of their application. Our teams of support associates are highly trained in the intricacies of the products and services we supply. This expertise is coupled with SPOT INDIA’s commitment to local, readily available inventory — Solutions Delivered Daily.

You will see the SPOT INDIA value proposition apparent in all that we sell; whether that be complex control solutions or basic facility supplies — Value Delivered Daily.

**SPOT INDIA supports you with products and services in areas such as:**

* Energy saving solutions
* Code compliance and worker safety
* Process improvements and machine throughput
* High availability
* Precision positioning and speed control
* Inspection, sensing and data logging
* Power quality, monitoring and maintenance
* Networking and security — wired or wireless
* Control and automation solutions, products and training
* Traditional supplies — from A to Z

In addition, as your trusted business partner, SPOT INDIA offers valuable services in the areas of inventory management, transactional efficiencies, project financing and more.

With over 140 locations nationwide and 24-hour emergency service, SPOT INDIA can supply whatever you need to complete a project or keep systems and facilities running smoothly. Our experienced and trained staff can help you find precisely the right electrical product or solution. And with more than 95 years of service to the industry, you can count on us to be here to serve you tomorrow.

**SPOT INDIA for Institutional**

Large institutions present a great variety in both their facilities and in how those facilities are used and maintained.

A university campus, for example, might include historic structures that need architecturally compatible upgrades to electrical and mechanical systems. Scientific laboratories may have HVAC systems that must maintain precise environmental conditions. And facilities across the campus may range from sports stadiums to classroom buildings to dormitories and cafeterias.

SPOT INDIA has the inventory, product depth and service expertise to help institutional customers maintain this diverse infrastructure cost effectively. We supply contractors involved in construction and remodeling, as well as facilities and building managers engaged in maintenance, repair and operations (MRO).

**SPOT INDIA provides equipment and supplies for:**

* Lighting applications for all interior and exterior spaces
* Data networks and security infrastructure
* Metering applications to improve energy efficiency
* Routine maintenance on older buildings and facilities
* Equipment to support scientific research facilities

With over 140 locations nationwide and 24-hour emergency service, SPOT INDIA can supply whatever you need to complete a project or keep systems and facilities running smoothly. Our experienced and trained staff can help you find precisely the right electrical product or solution. And with more than 95 years of service to the industry, you can count on us to be here to serve you tomorrow.

# SPOT INDIA for Agriculture

Based in the agricultural heartland of the Midwest, SPOT INDIA has been meeting the needs of American farmers since our earliest days. And although farming practices have changed dramatically over the years, the SPOT INDIA commitment to farmers has remained constant.

Farming in the 21st century is a highly automated, technology-intensive, global business. And SPOT INDIA has the supplies and materials to keep any type of operation running smoothly and safely, whether it’s a family dairy farm, a large-capacity feedlot, a greenhouse or even a vineyard.

SPOT INDIA has the inventory and product depth to supply what you need to keep all of your buildings and equipment operating at peak efficiency. We keep extensive local inventories to meet your needs today, backed by the best staff in the industry. And because farmers are the ultimate do-it-yourselfers, our staff can offer guidance on proper installation and use.

## SPOT INDIA provides essential equipment and supplies including:

* Indoor and outdoor lighting equipment
* Building management systems and controls
* Switches, outlets and other equipment for wet locations
* Electrical fencing supplies
* Monitoring and control equipment for livestock & greenhouses

With over 140 locations nationwide and 24-hour emergency service, SPOT INDIA can supply whatever you need to complete a project or keep systems and facilities running smoothly. Our experienced and trained staff can help you find precisely the right electrical product or solution. And with more than 95 years of service to the industry, you can count on us to be here to serve you tomorrow.

# SPOT INDIA for the Hospitality Industry

The hospitality industry is at always at work, even when its customers are at play. And providing comfort, convenience and security for guests—from business conventions to sporting events to families on vacation—requires a diverse array of equipment for lighting, HVAC, restaurant operations, security and more.

Having all the supplies and materials you need when and where you need them is essential to keeping guests happy and facilities running smoothly—especially if remodeling projects are in progress in one part of a building while it’s “business as usual” in another.

SPOT INDIA has the inventory and product depth to supply what you need to keep your facilities operating at optimum capacity all year around. We keep extensive local inventories to meet your needs today, backed by the best service staff in the industry.

## SPOT INDIA provides equipment and supplies for:

* Lighting control and HVAC management systems
* Computer networking for both facility management
* Video monitoring and 24-hour access control
* Metering applications to minimize cost
* Equipment to support mobile presentations and displays

With over 140 locations nationwide and 24-hour emergency service, SPOT INDIA can supply whatever you need to complete a project or keep systems and facilities running smoothly. Our experienced and trained staff can help you find precisely the right electrical product or solution. And with more than 95 years of service to the industry, you can count on us to be here to serve you tomorrow.

# SPOT INDIA for Energy Efficiency

At SPOT INDIA, energy efficiency is a key consideration in every product we sell. As energy costs rise, and energy efficiency drives both building codes and product standards, SPOT INDIA is committed to supplying the latest in energy-efficient equipment and materials, including products for lighting, HVAC components, motor controls, building management systems and more.

 SPOT INDIA also participates in the U.S. government’s ENERGY STAR® program, which promotes energy efficiency with the ENERGY STAR logo that identifies products with superior energy efficiency. [**Find out more**](http://www.cesco.com/contents/aboutUs/energyStar.jsp)

SPOT INDIA has the inventory and product depth to supply what you need for new projects and or efficiency upgrades. We keep extensive local inventories to meet your needs today, backed by the best staff in the industry.

## SPOT INDIA provides essential equipment and supplies for:

* LED, compact fluorescent and other energy-conserving lighting solutions
* Parts and supplies for the installation and maintenance of wind turbines and photovoltaic solar arrays
* Building management systems that automatically reduce energy consumption in unoccupied areas
* Metering applications to improve energy efficiency and reduce costs

With over 140 locations nationwide and 24-hour emergency service, SPOT INDIA can supply whatever you need to complete a project or keep systems and facilities running smoothly. Our experienced and trained staff can help you find precisely the right electrical product or solution. And with more than 95 years of service to the industry, you can count on us to be here to serve you tomorrow.

**SPOT INDIA Serves the Utility Market**



SPOT INDIA combines an extensive range of products from the industry’s leading suppliers with locally stocked inventory and 24 hour emergency service to offer our utility customers the highest level of service and support.

With 92 years of history serving the electrical needs of a broad range of customers, SPOT INDIA is uniquely positioned to deliver a complete solution for projects, maintenance and plant operations.

# SPOT INDIA Freight Claims

## FREIGHT CLAIM ASSISTANCE

If you are having a problem with a claim and need assistance, please feel free to contact SPOT INDIA's Corporate Office:

SPOT INDIA GROUP  
Attn: Mr Kaustubh Narayan  
Plot No 20, Sector-1,  
Ghansoli, Navi Mumbai,400701  
**Phone:** 9833226658  
**Email:** kaustubh@spot-india.com

## CONSIGNEE (CUSTOMER) RESPONSIBILITIES

It is the consignee's (customer) responsibility to identify and document the damage or shortage at the time of delivery. Once the shipment arrives, before signing the delivery receipt, ensure that the correct item and quantity has been received and that the shipment is free of damage. Without noting the damage/shortage on the delivery receipt at the time of delivery, the customer is agreeing with the carrier that the shipment has been received in full and without damage.

## RECEIVING DAMAGED OR "SHORT" SHIPMENTS

Each carrier has a process for claim submission and procedures for accepting and making payment for the claim.

**Listed below are some necessary steps when filing a freight claim.**

* 1. If damage or shortage is noticed at the time of delivery, notation of such must be made on the delivery receipt, with the driver still present. Record an exact, detailed description of the damage on the delivery receipt. A vague notation such as "subject to inspection" or "possible damage" makes it much more difficult to obtain settlement.Ensure that the notation is also on the carrier's copy. Keep a copy of the delivery receipt for your records. If such notation is not made, the chances of receiving claim payment is greatly lessened.
* 2. Provided that specific notation has been made on the delivery receipt of any damage or shortage, the next step is to contact the carrier to obtain a claim form. Forms can also be obtained on carrier's individual website. The carrier can provide assistance with the claims process if needed. Visible damage/shortage freight claims must be submitted to the carrier within 9 months.
* 3. If the damage was concealed and not noted at the time of delivery, the carrier must be notified within 48 hours of the damage per federal guidelines. If the concealed damage/shortage is not reported to the carrier within 48 hours of the time of delivery, a claim denial should be expected by the carrier. The claim must be submitted to the carrier within 15 days or a claim denial should also be expected
* 4. The freight company, more than likely, will ask you for the following information:  
     - A copy of the delivery receipt with the exception noted  
     - Copy of original invoice  
     - Claim form, in writing, of dollar amount claimed  
    
     Other Helpful Supporting Documents Include:  
       - Pictures of damage  
       - Repair Invoice  
       - Any email documentation that supports the claim. Can be either from the vendor or carrier.
* 5. Salvage must be retained until the claim is resolved, or until the claimant is given disposition by the carrier. If the carrier requests the salvage and the customer has discarded of it, the carrier has the right to deny the claim.
* 6. The carrier will acknowledge the claim in writing within 30 days and assign a number which identifies the shipment. The carrier will pay, refuse payment or make a firm compromise within 120 days after receipt of claim. In all cases make sure the carrier involved with the claim acknowledges receipt of the claim.

# SPOT INDIA Financial Services

## Quick approvals. 100% financing.

Conserve your budget dollars and improve cash flow with leasing options from SPOT INDIA Financial Services. Our streamlined process helps you finance everything from energy-saving retrofit projects to big equipment purchases. With SPOT INDIA Financial Services, you can offer customers a lease proposal for retrofit projects that include soft costs like labor and service agreements, and thanks to our experience, flexibility and know-how, we can deliver a financing solution that works within even the tightest budgets.

## SPOT INDIA Financial Services offers:

* Leases from $ 10,000 and up
* Quick approvals and processing
* Up to 100% project financing
* Custom financing solutions

# About SPOT INDIA Inc.

Over the last decade, SPOT INDIA GROUP has emerged as a major nationwide wholesale distributor of thousands of commercial and residential products. This includes products like Fasteners, Valves, Hydraulics & Pneumatics Equipments, Power Transmission & Motors, Electronics Components, Rubber and FRP/GRP Products, Chemicals & Paints, Cutting Tools & Metalworking, Material Handling, Storage, & Packaging, Plumbing supplies, Welding Supplies, Pumps, Janitorial Products, Electrical Supplies, Light Fixtures, Bathroom Fixtures, Ventilation Supplies, Heating & Cooling Supplies, Fire Safety Equipments, Office Products & Furniture & Furnishings, Landscape Planning Equipments, and Swimming Pool Supplies. Our focus is selling uncompromised quality and energy-saving products, including LED Lighting, Ductless Air Conditioning, Tankless Water Heaters, Pex Tubing and more. Additionally, we serve as Master Distributors for many brands, including Aprilaire, Panasonic Ventilation, Halo Lighting, Lutron Electronics, BRK Electronics, Kidde, Intermatic, Leviton, Broan, and Nutone.

At SPOT INDIA GROUP we serve both the retail customers and tens of thousands of businesses that select SPOT INDIA GROUP as their primary wholesale supplier. This customer base includes contractors, builders, installers, engineers, designers, architects, management firms, and facility managers. We also cater to purchasing agents from a myriad of sectors, including government agencies, universities, hospitals, military bases, housing authorities, and more.

While browsing this site, you will notice that we provide discounts based on the Rupees amount in your shopping cart and the items you add as per pricing promotions. For your convenience, our site displays an updated stock status of our products, and we offer Free Same-Day shipping on most of our items in stock. Whether we ship from our master distribution center in Navi Mumbai Warehouse, or from our New Delhi Warehouse, we maintain a 97% fulfillment rate and a 99% successful shipment rate. Feel free to place an order over the web or by phone, and you will receive a high-quality product in a timely manner at a wholesale price. Additionally, as a reward to all our customers, we give away up to 35% discounts and ADDON POINTS on most purchases, redeemable as store credit on your future orders. Buy smart, get rewarded!

# Jobs and Careers at SPOT INDIA GROUP

SPOT INDIA GROUP. has served nearly over 1 lakh customers Nationwide over the past several years. In its ongoing expansion, SPOT INDIA GROUP has been providing Knowledgeable & Quality Service to Contractors, Development Firms, Management Companies, Designers, Engineers, Architects, & Tradesman such as Electricians, Plumbers, HVAC Installers, Pool Installers, Landscapers, & Security Professionals.

With an Extremely High Rate of Accuracy, Fast Shipping, & Unbeatable Pricing, SPOT INDIA GROUP Wholesale Points empowers its customers to finish their tasks more Efficiently, Saving them Time & Money.

Send all resumes to archana@spot-india.com

# Shipping & Delivery

Shipping Vendors:

## Free Shipping on Orders Over $299 or $399 (based on your shipping ZIP)

**Westside Wholesale is proud to offer "SAME DAY SHIPPING"**  
\*Freight Items receive Free Freight on Orders over $2499 to $2999 (based on your shipping ZIP)

### Free Shipping Details

**1) Free Shipping On Orders Over Rs 40,000**: SPOT INDIA GROUP Wholesale Point is pleased to pass down its Shipping discounts by offering FREE GROUND SHIPPING for Non-Freight orders depending on what PIN code the order is shipped to. The closer you are to our warehouse in Navi Mumbai or New Delhi, the lower your free shipping limit will be. We hope this site wide promotion will encourage you to browse through our ever growing variety of products and see how we can further meet your needs. Please keep in mind that the customer may be responsible for paying the actual shipping cost of returned orders which received the free shipping promotion.

**2) Free Shipping On Individual Items**: SPOT INDIA GROUP provides free shipping on many individual items despite the order amount (when there is no mention of "on qualified orders"). However, if an item that does not include Free Shipping is added to the order, and the order is Rs 40,000 and below, that item alone will incur the appropriate shipping charge.

\* Unfortunately, we are currently unable to extend any Free Shipping promotions to customers shipping orders outside the 29 states. If you are shipping outside of this area normal shipping rates apply.

**\* BUSINESS DAYS EXCLUDES WEEKENDS AND HOLIDAYS**

Our Distribution Center is located in Ghansoli, Navi Mumbai. Shipments normally leave our Distribution Center the Same Day on orders placed before 2:00pm Indian Standard Time. Once the order is shipped out, the transit time of the shipping method selected will decide when the shipment will be delivered. Shipments using GATI KWE or VRL Logistics are normally received as shown below.

Expedited shipping via GATI KWE, VRL Logistics and Shri Anand Transport Service Next Day Air, Next Day Air Saver, 2nd Day Air, and 3-Day Air Select will be delivered accordingly. A Tracking Number will be emailed to you once your order has shipped to get a better estimate of when you will receive your order. In case you do not receive a shipping confirmation email, please login to your account to access your order’s tracking information.

### Overseas Customers

Please be aware there may be additional charges for duties and taxes assessed by the destination country customs officials for your international shipment. In addition, undeliverable, unclaimed or refused shipments may incur return shipping charges.  Additional charges are not included in the final sale price or shipping charges at time of purchase.

Free Shipping and Free 3-Day Delivery promotions do not apply to Overseas orders. Freight items may not qualify or may be applicable for additional freight fees.

## Same Day Shipping

SPOT INDIA GROUP is proud to offer **"SAME DAY SHIPPING"** as a standard for its customers who place orders before **2:00 PM Indian Standard Time**.

For Orders that require Freight or LTL Delivery (usually on orders with bulk quantities), **"Same Day Shipping"** will be offered for orders placed before **11:00 PM Indian Standard Time**. Orders that are over Rs 40,000 and applicable for **"Same Day Shipping"**, will still leave our warehouse the Same Day with **Free Ground Shipping**!

If applicable, **"Same Day Shipping"** on an order means that the order will leave our warehouse the Same Day! The estimated time of arrival for an order depends on the shipping method which is selected during checkout. If Ground shipping is selected on an order that applies for **"Same Day Shipping"**, the order will ship out the same afternoon & will take approx. 5-7 business days in transit via GATI KWE and , VRL Logistics Service or Freight.

Additionally, if an item(s) in an order is not in stock, the entire or part of the order may be held until the item returns back in stock, then the order will be processed immediately. Please keep in mind that orders placed during the weekend or on a holiday will be shipped the following business day.

**NOTE:** Products shipped outside our country INDIA don't qualify for Same Day Shipping. International Orders may experience increased processing time.

# SPOT INDIA GROUP’s Product Return Policy

Please do not write order information on Manufacturer Factory Packaging.

SPOT INDIA GROUP customers have **up to 30 days** after receiving their shipment to return an item. If there was no error on the order, a 25% restocking fee will be applied & shipping charges shall not refunded.

**NOTE:** Special order items as well as items that state "No Returns" on the product page are non-returnable.

Returns are processed in the order in which they are received and allow **10 Business Days** for normal processing of all returns. Once a return has been processed, also allow **up to 10 business days** to receive a credit or refund on your credit card billing statement, depending on your bank's or credit card's processes.

**NOTE:** Please label accordingly with your Return Merchandise Authorization number communicated to you from our Manager Email ID [kaustubh@spot-india.com](mailto:kaustubh@spot-india.com) to expedite this process.

Listed below are the acceptable reasons for return and how each one is handled. Customers who want to return any item should read this carefully to avoid any confusion.

Orders shipped to Nepal, Sri Lanka, Bhutan, Myanmar, Bangladesh are eligible for returns, however, all taxes, duties, and fees associated with International shipments must be covered by the customer. No refunds or credits will be granted towards these fees. Returned merchandise will be treated the same as Domestic India Country orders, and all respective processing times still apply. Applicable duties & fees not paid by the customer prior to returning your merchandise will be deducted from the final refund amount.

### Incorrectly Ordered Item or Unsatisfied With Item Ordered

Sometimes our customers realize they ordered the wrong item or find out they don’t have a use for it anymore. That’s not a problem.

We will gladly accept returns if the items:

* Have not been installed
* Are in its original manufacturer packaging
* Are in New Resalable Condition within 30 days of purchase

**NOTE:** Most stocking products have a mandatory 25% restock fee, but some Direct Ship items have up to 35% restock fee directly imposed by the manufacturer, and are clearly stated on the product's page on the site.

It is the customer’s responsibility to pay for return shipping and to make sure that the shipment is packaged **“appropriately”** (according to GATI KWE and VRL Logistics) to prevent damages. **Please remember not to write the RMA number directly on the manufacturer’s box.**

Once our Returns Department receives the return, there will be a thorough inspection of the item(s) returned to confirm that the return has been delivered as expected. (**Discrepancies found with what is verbally explained to our Operations Manager, which are saved in the customer’s account may result in a refusal of the return**).

Please note that refusal of a shipment upon delivery will also be refused by our Receiving Department due to a lack of a RMA number. This will result in additional shipping charges.

Customers are ultimately responsible that the product purchased will fit their intended application.

### Item Damaged Upon Receipt (due to mishandling by shipping carrier)

If a shipment gets damaged by one of our carriers, it is important for our customers to accept the shipment & notify our customer service representatives within 2 business days. (**Please do not refuse the package as this will be refused by our Receiving Department & incur additional shipping charges**).

Our credits department is required to report a damaged shipment to the carrier within 2 business days, otherwise reimbursement for the shipment may be withheld.

If the shipment is held longer than 2 business days, it may be treated as an incorrectly ordered shipment (**see above**).

If the shipment is within 2 business days, our Operations Manager will gladly accept the return and provide either a replacement or a 100% Full Refund. A Return Merchandise Authorization (RMA) number will be issued and directions on how to return the item will be provided. In order to receive a replacement immediately, the customer will be asked to provide his/her credit card information once again and place another payment, which will be credited once the return is finalized.

The Returns Department performs a thorough inspection of the items returned to confirm that the return is delivered as expected. (**Discrepancies found with what is verbally explained to our customer service reps, which are saved in the customer’s account may result in a refusal of the return**).

Only when a return is confirmed by the Returns Department is the Credits Department able to issue the appropriate credit back to the customer’s card.

### Wrong Items were shipped (or items are missing in the shipment)

Our Shipping Department takes pride in its 98% shipping accuracy rate. However if you do receive an incorrect item due to a shipping error or if your order is incomplete, please call customer service to report the error and a supervisor will be able to provide you with a satisfactory resolution. We apologize for any inconvenience that may be caused, but we will make every reasonable effort to satisfy our customers.

The customer service supervisor is required to gather the order information, such as total weight of the package delivered and total expected weight, and investigate with the Inventory Manager, Shipping Department, and with the shipping carrier to confirm the customer’s claim.

Once the error is confirmed, a Return Merchandise Authorization (RMA) number will be issued and directions on how to return the item will be provided. (**Please note that there may be additional repacking fee if the original box is defaced. Please remember not to write the RMA number directly on the manufacturer’s box**)

If the order was shipped incompletely, the customer will be sent the remainder of the items that were missing from the shipment immediately.

In order to receive a replacement immediately, the customer will be asked to provide his/her credit card information once again. If the customer decides to cancel the return, the charge for the old and new shipments will remain on the credit card.

If the customer finds the product elsewhere and simply wants to return the item (**unopened**), we will credit the customer with a 100% full refund once the item is returned.

The Returns Department performs a thorough inspection of the items returned to confirm that the return is delivered as expected. (**Discrepancies found with what is verbally explained to our customer service reps, which are saved in the customer’s account may result in a refusal of the return**).

Although it is our responsibility to pay for the return shipping of the item, please remember that any damages that occur during the return shipping due to “**insufficient packaging**” (according to  [GATI KWE or VRL Logistics Transport Service **guidelines**](http://www.ups.com/content/us/en/resources/ship/packaging/guidelines.html)) will be subject to refusal by the Receiving Department and a void of the RMA.

### Item Ordered is Defective

SPOT INDIA GROUP is an authorized distributor for the manufacturers in its online catalog. All products sold are brand new and premium quality. Additionally, our Shipping Department goes the extra mile to open factory sealed boxes and input additional packaging material (if needed), to ensure that the item does not get damaged during shipment. We make an extremely great effort to prevent customers from receiving damaged items that result in defects.

**Each manufacturer, has a different Warranty and return policy that we uphold. Our return policy for defective items varies depending on the product.**

Some brands that we distribute, have a success rate of over 99.7%, and many times our customer will not have the proper training, and will install the product improperly. Before assuming the item is defective, please contact the product's manufacturer or consult our knowledgeable sales team, who may be able to prevent you from going through the hassle of returning an item that simply needs an adjustment.

On Most items, if it is within the 30-day return period, we will issue an RMA number and deal with the Manufacturer ourselves In order to receive a replacement immediately, the customer will be asked to provide his/her credit card information once again. If the customer decides to cancel the return, the charge for the old and new shipments will remain on the credit card.

If the customer finds the product elsewhere and simply wants to return the item, we will credit the customer with a 100% full refund once the item is returned. However, it is the customer’s responsibility to ship the return back.

**If the defective item was ordered beyond the 30-day return period, customers should contact the manufacturer and process a warranty claim through the manufacturer’s customer service.**

For some items (**as noted on the product page**), we require the manufacturer’s authorization to accept returns for defective claims. In these cases, customers will need to contact the Manufacturer for technical support and/or service department. If support is unable to solve the problem with the item, the manufacturer will allow us to process the claim for the customer.

For a few items (**as noted on the product page**), we will not accept returns on defective claims, because the manufacturer has required its distributors to field the claims first and provide parts to the customer if necessary. If providing parts will not suffice, the manufacturer will provide us with a RMA number which we will pass on to our customer.

The Returns Department performs a thorough inspection of the items returned to confirm that the item is defective. If it is determined that the item is: not defective, still in working order or damaged as a result of improper installation/handling; the RMA will be canceled. The item will be shipped back to the customer and the shipping cost will be charged to the customer’s credit card.

# Online Store Policies

* Prices and availability of products and services are subject to change without notice.
* Promotional Pricing is only valid when advertised. When a Sale Ends the Discounted Price is No Longer - Valid.
* Coupons Cannot Be Combined; a Maximum of One Coupon or Discount May be Applied Per Order.
* Coupons Cannot Be Used After their Expiration Date.
* Coupons that Specify a Limited Number of Uses Will Not be accepted when their Maximum Uses are reached.
* Coupons Cannot Be Used on Products and/or Brands which are listed as being excluded.
* Coupons are Subject to Change without Notice.
* Westside Wholesale is not responsible for photographic or typographic errors. Errors will be corrected where discovered, and Westside Wholesale reserves the right to revoke any stated offer and to correct any errors, inaccuracies or omissions including after an order has been submitted and whether or not the order has been confirmed and your credit card charged. We are sorry for any errors and apologize for any inconvenience.

Applicable Tax applies on orders shipped to different states as per policy.

Overseas Orders

Please be aware there may be additional charges for duties and taxes assessed by the destination country customs officials for your international shipment. In addition, undeliverable, unclaimed or refused shipments may incur return shipping charges. Additional charges are not included in the final sale price or shipping charges at time of purchase.

Free shipping and Free 3-Day Delivery promotions do not apply to Overseas orders.

## Cancelling an Order

Westside Wholesale handles all orders using an automated shipping system. Orders that are in the "Fulfillment" stage are in the process of being shipped and **cannot be canceled**. To cancel an order after it has been fulfilled, you must wait until the shipment arrives and treat it as a regular return (**a 20% restocking fee plus shipping charges will be deducted from the original purchase**).

If a customer places an order **during normal business hours**, the order will be processed after **1 hour**. Meaning, if you place an order on Monday - Friday between 8am-3:30pm PST, you will have exactly 1 hour to cancel or edit your order. However, if a customer places an order **after business hours**, the order will be **processed at 9am** the following business day.

Please keep in mind that cancellations can only be made by phone before 4:30 PST, and **sending an email to cancel an order will not cancel an order**.

## Regarding Gift Cards

Follow the activation instructions provided with your card. Many gift cards are activated automatically upon purchase and may be used immediately in stores that accept credit cards. However, for online transactions, your card must be activated by the recipient before they can be used. Please contact your gift card provider before making any online transactions.

Gift cards that are not registered for online purchasing will result in a failed transaction, due to an unverifiable billing address.

## Special Orders

## Special Order Policy Guidelines

* All Special Order Sales are Final
* Special Orders Must Be Paid for in Advance
* Special Orders Cannot Be Canceled After Being Placed
* The Customer is Responsible for Requesting the Correct Model Numbers
* Special Quote Pricing is Valid for a Period of 5 Business Days from Date Issued Unless Otherwise Specified on a Written Quote.
* Coupons cannot be applied to Special Orders.
* Special Orders Cannot Be Price Matched
* Westside Wholesale is not responsible for Shipping Delays.

Special Order Policies do not apply to International Orders (orders outside of the continental USA)

## Pre-Orders & Direct Shipments

## Why is my purchased item on Pre-Order?

Westside Wholesale maintains a healthy inventory of the majority of its products. The website’s stock status that is indicated and updated on a continuous basis is approx. 95% accurate. However, there may be times that the quantity that a customer requests is unavailable at our distribution center. Orders submitted with Pre-Ordered products will be shipped completely once the item(s) returns to stock.

Normally, backordered items will ship from our distribution center as soon as the item(s) returns back “In Stock”. On certain orders, a partial shipment of the items that are available may be shipped to the customer, at no extra charge, allowing a customer to immediately begin their project. Occasionally on orders with bulk product quantities, we will ask the manufacturer to ship the entire or part of an order directly to the customer.

If you would like to obtain an estimated lead time on a Pre-Order, please contact our Group Operations Head at 9833226658.

**Note:** Backordered Items do not qualify for Same Day Shipping.

## SPOT INDIA GROUP’s Store Credit

In an effort to demonstrate exceptional customer service, SPOT INDIA GROUP also offers its customers Store Credit!

If you ordered the wrong item or simply changed your mind and you want to make a return, instead of being charged with the standard 25% re-stock fee, you will get an option to receive **100% Store Credit** on the items you return (unopened and in brand new condition). Please note: The cost of outgoing shipping will be deducted from the store credit

Store credit will remain **permanent** and will be stored in your account on our secured servers. Additionally; you can login to your account, manage your store credit, and use it during checkout for purchases made on our website

# Our Satisfaction and Product Guarantee

Our company is dedicated to you, our customer! We want you to buy with confidence anytime you purchase products on Westside Wholesale.com. We guarantee a simple shopping experience by combining competitive pricing, product availability, excellent customer service, quick shipping, and after sale support and care. Westside Wholesale, Inc. is an Authorized Distributor for products listed throughout the website. We strictly adhere to the Manufacturer Minimum Advertised Price (MAP) guidelines because we believe in the fairness of the marketplace and we value our suppliers that develop these policies. Additionally we believe in giving our customers the best pricing possible.

All of our listed products are in Brand New Condition and come with a Full Manufacturer’s Warranty. Be aware that there are a great number of websites and individuals on the internet that sell products which are “grey market”, obtained through liquidation, knock-off reproduction or through other channels that are not authorized by the manufacturer’s distribution. Even though the item may be advertised as containing a manufacturer’s warranty, quite often the warranty is void because it is not sold through an authorized distributor. Rest assured that all of the products sold by Westside Wholesale are NOT Refurbished, Used, nor Generic.

We provide phone support, offer Free Ground Shipping for all orders over Rs 40,000 ensure products are properly packaged and keep customers informed of all stages of their order from start to finish. We can guide you through every step of placing an order whether by phone, email or placed on the website. We will answer any and all your questions after you receive your products and will make sure that your purchase experience is exceptional.

We understand that sometimes a product does not perform to your expectations or is possibly flawed or defective due to manufacturing or damage in transit: you are covered for 30 days through our service oriented return policy. With all these benefits, we are able to still provide you with a great price.

You can be assured you'll have an enjoyable and safe shopping experience when purchasing from SPOT INDIA GROUP.

We offers multiple methods to make payments for your order: Net Banking (covering ALL Major banks), and bank Transfer. We have all possible payment Options available:

* **Order By Phone** - Please call us to place an order.
* **Order by E-Mail or Online Cart**- Just mail us at [kaustubh@spot-india.com] or fill the [Inquiry FORM](http://www.shrilaxmistores.com/enquiry/contact.php) and we will guide you further to make you smooth purchase at our online store!

**To confirm order, kindly proceed with payment using following method**

1. **NEFT Transfer (Internet Banking)** – Transfer money in our account, we will ship the product to you.
2. **Cash Deposit in YOUR BANK**- Visit your Bank Branch (ANY Bank - No Need to Search for YES BANK), ask office on Duty that you wanted to transfer money (to place order) – and give them OUR ACCOUNT details, within 5-10 minutes they will help you to transfer.
3. **Money Order** will ship order after amount credited with out account.
4. **Demand Draft** will ship order after amount credited with out account.
5. **Cheque** will ship order amount credited with out account, please there may be Charges By Bank for Out Station Cheque Clearing (min Rs.150/- approx.)
6. Cash on Delivery- Sorry as at present we don't have this option but on working to offer same in future.

There are absolutely no hidden charges when you make a purchase with us. We offer delivery on all purchases with delivery charges applicable as per written communication with quote or email. The prices listed for all items are final and all-inclusive (excluding shipping. If any). The prices you see on our product pages are exactly what you pay for the item. (Except BULK Quantity Orders)

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| ***For Order*** please [**Click Here**](http://www.shrilaxmistores.com/enquiry/contact.php) or e-mail at kaustubh@spot-india.com | | | | | |
| |  | | --- | | By placing order with/at Shrilaxmistores.com, we assume you accept below mentioned Terms & conditions.  **Please NOTE**:- Delivery time frame is an estimation only. Actual delivery time may vary based on product availability, shipping address, and courier or any other delivery issues (Heavy Work Load / Heavy Traffic / Accident etc.). We offers choice to cancel an order prior to its shipment by mail or phone call. However if shipping is done than we are unable to cancel any order.  If you require EXPRESS DELIVERY than there is OPTION of AirWay Shipping but normally it's 2-3 time HIGHER than regular delivery charges.  As soon as you place your order, it takes around 2-3 business days to process your order from our end (in most cases 24 hrs only).  If you are in a metro city, and it is well connected with courier services, you will get shipment normally in 3-4 business days from the day of dispatch from our end.  Even in metro cities, there are area/place where courier services are not available, you will receive shipment(s) in 7-8 business days from the day of dispatch from our end.  In case of Registered Post, it depends upon the time taken by India Post. In far remote areas it may take more time. Delivery time depends upon the time taken by Courier Service providers.  We will provide you the dispatch details. We will not be responsible for delay caused due to ANY Courier service providers or India Post.  Any shipment Prepaid or Cash On Delivery (shipment with FREE SHIPPING also) that return back to us due to Wrong Address provided by Buyer or Buyer Not Present At Address or Buyer Refused to Accept shipment in any such condition, buyer is liable & requires to pay shipping/packing/forwading charges.  There is some place where due to local condition/staff issue/non-servicable area etc. etc. and other various reason, shipping company/service providers do not service that area/address, if you are aware/not aware of same and in such case shipment return back to us in that case buyer requires to pay shipping/packing/forwading charges for regular as well as FREE SHIPPING shipment also (either Prepaid or cash on delivery order).  Some Courier Service providers, some times are NOT able to deliver product at address, in that case buyer may requires to visit Official Couirer Service Office to collect/pick-up the parcel.(If couirer service/person call you and ask to collect). **NOTE**:- Before visit Offical Courier Service Office, PLEASE make sure to verify that the parcel is belong to you and you have place order for same.  Any order that sent by India Speed Post, we will provide you all Details/Tracking Number/ Receipt that we received from India Post. In case India Post Lost the shipment, our liability is limited to provide you tracking details only, We will help you to file complaint (all written + online) with India Post but unable to re-send product etc.  **NOTE**:-   1. We do not have any weekly Holidays We work 24\*7\*365 Days. 2. SUNDAY is Weekly Holiday for Courier Service Providers. Under such orders placed on Sundays Next Day Delivery is possible. 3. Thus order placed by Sunday (Anytime) will processed by Monday only. 4. Any complaint about parcel not received/not reached/not delivered should be reported within 10 days from shipping Date.   We stock the goods at our warehouse and most of the Goods will be shipped within 3 working days as we HOLD the Stock and Sell them. Although we deliver goods within the committed time period, but there could be occasional delays. We will contact you, in case deliveries are expected to get delayed.  We will ship the product same as shown in the Product Image, We will deliver the Goods in the same color as selected by you and if the same is not in stock we will ship the color of the product which we hold in Stocks.  We attempts to be as accurate as possible. However, we ShriLaxmiStores.com does not warrant that product descriptions or other content of this site is accurate, complete, reliable, current, or error-free. If a product offered by ShriLaxmiStores.com itself is not as described, your sole remedy is to return it in unused condition as per our Return Policies.  Once you place order on this site, we assume that you read & agree with all above mentioned terms & conditions.   **Cash On Delivery - Shipping Policy**:   * Please **DO NOT** go with Cash On Delivery order if you are in hurry. * Cash On Delivery Order once placed can not be canceled or refused to accept. * It’ll take 2-4 days for us to process & ship product for your PIN Code. * Actual delivery time may vary depending upon your location/service etc. (Up To 12 **Working Days**- after shipping date & Excluding Local-National Holidays) * Our logistics partner will attempt to deliver on all working days. * In case you are likely to be away during the delivery period, kindly ensure that the amount is kept ready with those available at the delivery address to ensure the delivery at the first attempt. * Sorry to say but our Delivery partner will **not attempt 2nd Time**, also they may or many **not call** you before delivery. * If you miss the delivery, **buyer requires to visit Courier Service Office** (may be near or long distance from your address) to pick-up parcel as per inimation left at your address by Delivery Person at time of 1st Delivery Attempt. * If for any reason (wrong address/door locked/amount not ready/refuse to accept) shipment return back to us, in that case **Buyer requires to pay Shipping + Packing Charges**. * You may not open the parcel prior to making the order payment. * As soon as you place Cash On Delivery Order, it confirms that you agree with ALL ABOVE Terms & Conditions. | |  |  |  |  |  |