

Return and Refund Policy

Last updated: October 26, 2020

Thank you for shopping at Souvenir E-Shop Website.

Returns, refunds, and exchanges are all a part of doing business.

Souvenir Publishers Private Limited ("Souvenir, We, Us") facilitates processing correct Product(s) as per Order and strives to service the Product(s) in right conditions/ without any damage every time a consumer places an Order.

We also strongly recommend the items are checked at the time of delivery.

Customer can be unsatisfied with their Order for a number of reasons—it arrived late, it arrived damaged, they Ordered the wrong Product(s), or it simply didn't meet their expectations. So, they ask for a replacement or their money back.

Table of Content

- Definition
- Order Cancellation Rights
- Conditions for Returns/Refunds
- Return/Refund Process
- Returning Products
- Contact Us

1. DEFINITIONS

For the purposes of this Return and Refund Policy:

Souvenir Publishers Private Limited or Company (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Souvenir Publishers Private Limited located at G-196, Sector 63, Noida, Uttar Pradesh - 201301, India (**Location**).

Delivery Date refers to the date on which the Order is delivered to You by Us via Our logistic partners.

Email ID refers to the info@souvenirpublishers.com.

Product(s) refer to the items offered for sale on the Service.

Orders means a request by You to purchase Product(s) from Us.

Order Date means the date on which the Order was created by You on our Website.

Return means an action of giving back the Product(s) Ordered from Website by You.

Service refers to the Website.

Website refers to **Souvenir E-Shop Website**. (<http://www.shop.souvenirpublisher.com>)

You refers to the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

2. ORDER CANCELLATION RIGHTS

You are entitled to cancel Your Order within 24 hours of delivery date of your order, without giving an appropriate reason for doing so. The deadline for cancelling an Order is 24 hours from the time of Order on which You placed the Order for the Product(s).

In Order to exercise Your right of cancellation, You must inform Us of your decision by means of an email on Our Email ID or on the portal. We will reimburse You no later than 15 (fifteen) working days (except Sunday) from the Order Date. We will use the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement.

3. CONDITIONS FOR RETURNS/REFUNDS

The following situations may arise which may cause the action of return of Product(s):

- Product(s) delivered do not match your Order;
- Product(s) delivered were damaged in transit (do not to accept any Product(s) which has a tampered packaging).

In Order for the Product(s) to be eligible for Return/Refund, please make sure that:

- The Product(s) were delivered to You in the last 7 days;
- The Product(s) are in the original packaging.

The following Product(s) cannot be Returned/Refunded:

- The supply of Product(s) which according to their nature are not suitable to be returned.

Note: If the Product(s) that you have received are damaged, then do not accept the delivery of the Product(s). If after opening the package You discover that the Product(s) are damaged, the same may be returned for a refund by Us, after receiving the return courier at our Location. Please note that we cannot promise a replacement for all Product(s) as it will depend on the availability of the Product(s), in such cases we will not be offering a refund.

In the event of frivolous and unjustified complaints regarding the quality and content of the Product(s), We reserve the right to pursue necessary legal actions against You and You will be solely liable for all costs incurred by Us in this regard. The above discussed frivolous and unjustified complaints includes defaming Us and the Product(s) on every social platform including but not limited to Facebook, Instagram, YouTube.

At our sole discretion, We reserve the right to refuse Your request for Refund of Product(s) on below mentioned conditions: -

- Any wrong Ordering of Product(s) doesn't qualify for Refund;
- ISBN or batch number of the Product(s) being returned should match as mentioned on the invoice for Return/Refund;
- Product(s) which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery;

- Product(s) being returned should only be in their original packaging i.e. with original price tags, labels, bar-code and invoice for Return/Refund; and
- Partially used Product(s) or Product(s) do not qualify for Return, only un-used Product(s) or Product(s) shall be eligible for Return/Refund.

4. RETURN/REFUND PROCESS

- You may raise a Return/Refund request via mail on our Email ID within 24 (Twenty-Four) hours from the delivery of the Product(s).
- Our team will verify the request raised by You within 72 hours from the mail time.
- We reserve the right to cancel the Return request, if the customer reaches out to Us after 24 (Twenty-Four) hours of delivery.
- Once the team is convinced about the genuineness and reasonableness of the claim raised by You, we will initiate the collection of the Product(s) to be returned.
- You are required to print the return slip that will be shared via email in reply to Your Return/Refund request mail.
- Refund shall be credited within 15 (fifteen) days from the date of arrival of reverse pick-up at Our Location.

We shall process the refund only once we receive the damaged Product(s) back at our Location.

5. RETURNING PRODUCT(S)

You are responsible for the risk of returning the Product(s) to Us. You should send the Product(s) at Our Location:

G-196, Sector 63, Noida, Uttar Pradesh - 201301

We will not be held responsible for Product(s) damaged or lost in return shipment. We will be unable to issue a Return/Refund without actual receipt/invoice of the Product(s) accompanying the return shipment/courier.

6. CONTACT US

If you have any questions about our Returns and Refunds Policy, please contact us:

By email: info@souvenirpublisher.in