

GENERAL POLICIES

1. Product is returnable within the applicable return window mentioned on the product detail page, only in case the product received is damaged, has any missing parts or accessories, is defective, or different from the description mentioned on the product detail page on www.nexgencorp.in.
2. Customers can request for a replacement unless mentioned otherwise on the product detail page.
3. For scenarios wherein the product received is damaged or has any missing parts/accessories, the Nexgen Corpotaion team will contact the customer to confirm details of the damage/missing parts/accessories before issuing the replacement.
 - a. For scenarios wherein the product received is different from the description mentioned on the product detail page, the Nexgen Corpotaion team will arrange for a pick-up from the customer's registered location and proceed with replacement as requested.
 - b. For scenarios wherein the product received is defective, a resolution will be provided basis the following conditions:
 - i. For mobiles, tablets, cameras, accessories, kitchen and wellness products, the resolution will be provided basis the brand technician's report.
 - ii. In case of desktops and laptops, the Nexgen Corpotaion team will guide the customer and connect them to the brand for online troubleshooting. Resolution will be provided basis the brand technician's report.
 - iii. For large appliances and products eligible for home service, the Nexgen Corpotaion team will schedule the technician's visit to the customer's registered location and a resolution will be provided based on the technician's report.
4. Replacement will be processed only in the following conditions:
 - . The product was not damaged while in the customer's possession.
 - a. The product is not different from what was originally shipped.
 - b. The product is returned in its original condition along with the brand/manufacturer box, MRP tag intact, user manual, warranty card and all in-the-box accessories.
5. For the product where the applicable refund or return window has been exhausted, the product will be repaired as per brand warranty terms.
6. In case of digital products which can store data, the customer must ensure that all personal information from the device is removed before processing the return or replacement of the same. Nexgen Corpotaion shall not be liable in any manner for loss, misuse, or usage of such information.
7. Product will not be eligible for return in case of buyer's remorse, includes change of mind or incorrect product/model/color ordered.
8. Product will not be eligible for return or replacement if 'Non-Returnable or Non-Replaceable' is mentioned on the product detail page.
9. Refund will be processed within 2 working Days once the product is received by Nexgen Corpotaion. The applicable refund window may vary, from 7 to 8 working days, depending on the mode of payment used at the time of purchase.
10. Free gifts will not be eligible for return, and will not be covered under any kind of warranty.
11. Nexgen Corpotaion Return/Replacement policy applies for purchases from either Nexgen Corpotaion stores or www.nexgencorp.in
 - . Damage reported for products collected by the customer from store, will not be eligible for return or replacement.
 - a. Personal care products will not be eligible for return/replacement due to hygiene reasons.
12. Nexgen Corpotaion reserves the right, to change, amend or otherwise modify the terms and conditions at any time without prior notice.
13. Any dispute shall be to the exclusive jurisdiction of Court at Mumbai.
14. GAN facilitation at stores: Service facilitation charges are applicable for all carry in products accepted on GAN at store.

RETURN/REFUND IS NOT ELIGIBLE WHEN

Nexgen Corpotaion will not consider the product for return or replacement in the following cases:

1. Buyer's remorse, includes change of mind or incorrect product/model/color ordered.
2. Product has already been installed or is in use, and works as per its specification certified by the brand.
3. Product has been tampered with, or has missing serial number/IMEI number.

4. Product has been relocated from the primary delivery address registered for installation/demonstration by the customer.
5. The applicable refund window has been exhausted, the product will be repaired as per brand warranty terms.
6. Product falls under the Software, Video Game (CD/DVD), Printer Cartridges, or any other consumable items category.
7. Performance or software issue in the product is not as per expectation (e.g., heating or lagging issue). In such cases, the customer will have to visit the nearest Nexgen Corporation Store or the authorized brand service center for product inspection.
8. Primary packaging of any large appliance product (e.g., television, dishwasher, refrigerator, etc.) that requires demo & installation is opened by the customer. The packaging has to be opened only by the Nexgen Corporation delivery associate or an authorized installation partner.
9. Replacement/Refund is not applicable for any software-related issues.
10. In cases when the product is not eligible for the replacement/refund as mentioned on the product detail page on www.nexgencorp.in, the Nexgen Corporation team will guide the customer and provide repair services as per the brand's warranty terms.
11. Product is a free gift.

RETURN/REPLACEMENT APPLICABLE WINDOW

Category	No. of Days
Mobile Phones	7 days
Laptop	7 days
Tablet	7 days
Desktop	7 days
Cameras	7 days
Vacuum Cleaner	7 days
OTG	7 days
Water Dispenser	7 days
Kitchen Appliance	7 days
Bluetooth Speaker	7 days
Other Accessories	7 days
Category	No. of Days
Electric Chimney	7 days
Gas Stove	7 days
Hob	7 days
Water Purifier	7 days
Dishwasher	7 days
Built-in Microwave Oven	7 days
Microwave	7 days
Flour Mill	7 days
Home Theatre	7 days
Sound Bars	7 days
Air Conditioner	7 days
Refrigerators	7 days
Washing Machine	7 days

Dryer	7 days
Geyser	7 days
Television (LED)	7 days

CATEGORY – RETURN POLICY

Digital

–Mobile Phones

1. DEFECTIVE/WRONG PRODUCT

1. In an unlikely event of the product delivered being defective or being different from what was ordered, the return request must be raised within the applicable return window.
2. Replacement is eligible only in cases of hardware related issues as certified by the brand in its technical report. Nexgen Corpotaion may request you to visit the nearest Nexgen Corpotaion store or an authorized brand service center to generate the technical report.
3. No replacement will be offered in case of software-related issues. Customers will be requested to visit the nearest Nexgen Corpotaion store or an authorized brand service center for a resolution as per the brand's warranty terms.

2. DAMAGED PRODUCT/MISSING PARTS OR ACCESSORIES

1. In cases when the product delivered is damaged, a replacement request should be raised within 48 hours of order delivery. Any request raised after the applicable replacement window will be rejected.
2. The Nexgen Corpotaion team will contact the customer to ascertain details of the damage or the missing parts/accessories before issuing the replacement. Please note that replacement will be provided only if the damage is not caused by the customer in any manner whatsoever.

3. RETURNS

1. The product to be replaced/returned must be in its original condition along with the brand/manufacture box, MRP tag intact, user manual, warranty card and all in-the-box accessories.

4. Please note that once the applicable return window has been exhausted, customers will be directed to the nearest Nexgen Corpotaion store or an authorized brand service center for resolution as per the brand's warranty terms.

–Laptops

1. DEFECTIVE/WRONG PRODUCT

1. In an unlikely event of the product delivered being defective or being different from what was ordered, the return request must be raised within the applicable return window.
2. Replacement is eligible only in cases of hardware related issues as certified by the brand in its technical report. Nexgen Corpotaion may request you to visit the nearest Nexgen Corpotaion store or an authorized brand service center to generate the technical report.
3. Nexgen Corpotaion may request you to connect with the brand service team for an online trouble-shooting, to generate the brand technician's report. Basis the technician's report, the brand service team will resolve the issue online or arrange for the engineer to visit and facilitate the product repair or replacement as per the brand's warranty terms.
4. No replacement will be offered in case of software-related issues. Customers will be requested to visit the nearest Nexgen Corpotaion store or an authorized brand service center for a resolution as per the brand's warranty terms.

2. DAMAGED PRODUCT/MISSING PARTS OR ACCESSORIES

1. The Nexgen Corpotaion team will contact the customer to ascertain details of the damage or the missing parts/accessories before issuing the replacement. Please note that replacement will be provided only if the damage is not caused by the customer in any manner whatsoever.

3. RETURNS

1. The product to be replaced/returned must be in its original condition along with the brand/manufacture box, MRP tag intact, user manual, warranty card and all in-the-box accessories.

4. Please note that once the applicable return window has been exhausted, the customer will be directed to the brand service team for an online troubleshooting and the resolution will be provided as per the brand's warranty terms.

–Tablets

1. DEFECTIVE/WRONG PRODUCT

1. In an unlikely event of the product delivered being defective or being different from what was ordered, the return request must be raised within the applicable return window.
2. Replacement is eligible only in cases of hardware related issues as certified by the brand in its technical report. Nexgen Corpotaion may request you to visit the nearest Nexgen Corpotaion store or an authorized brand service center to generate the technical report.
3. No replacement will be offered in case of software-related issues. Customers will be requested to visit the nearest Nexgen Corpotaion store or an authorized brand service center for a resolution as per the brand's warranty terms.

2. DAMAGED PRODUCT/MISSING PARTS OR ACCESSORIES

1. In cases when the product delivered is damaged, a replacement request should be raised within 48 hours of order delivery. Any request raised after the applicable replacement window will be rejected.
2. The Nexgen Corpotaion team will contact the customer to ascertain details of the damage or the missing parts/accessories before issuing the replacement. Please note that replacement will be provided only if the damage is not caused by the customer in any manner whatsoever.

3. RETURNS

1. The product to be replaced/returned must be in its original condition along with the brand/manufacture box, MRP tag intact, user manual, warranty card and all in-the-box accessories.
4. Please note that once the applicable return window has been exhausted, customers will be directed to the nearest Nexgen Corpotaion store or an authorized brand service center for resolution as per the brand's warranty terms

–Desktops

1. DEFECTIVE/WRONG PRODUCT

1. In an unlikely event of the product delivered being defective or being different from what was ordered, the return request must be raised within the applicable return window.
2. Replacement is eligible only in cases of hardware related issues as certified by the brand in its technical report. Nexgen Corpotaion may request you to connect with the brand service team for an online troubleshooting, to generate the brand technical report. Basis the technician's report, the brand service team will resolve the issue online or arrange for the engineer to visit and facilitate the product repair or replacement as per the brand's warranty terms.
3. No replacement will be offered in case of software-related issues. The resolution will be provided as per the brand's warranty terms.

2. DAMAGED PRODUCT/MISSING PARTS OR ACCESSORIES

1. The Nexgen Corpotaion team will contact the customer to ascertain details of the damage or the missing parts/accessories before issuing the replacement. Please note that replacement will be provided only if the damage is not caused by the customer in any manner whatsoever.

3. RETURNS

1. The product to be replaced/returned must be in its original condition along with the brand/manufacture box, MRP tag intact, user manual, warranty card and all in-the-box accessories.
4. Please note that once the applicable return window has been exhausted, the customer will be directed to the brand service team for an online troubleshooting and the resolution will be provided as per the brand's warranty terms.

–Cameras

1. DEFECTIVE/WRONG PRODUCT

1. In an unlikely event of the product delivered being defective or being different from what was ordered, the return request must be raised within the applicable return window.
2. Replacement is eligible only in cases of hardware related issues as certified by the brand in its technical report. Nexgen Corpotaion may request you to visit the nearest Nexgen Corpotaion store or an authorized brand service center to generate the technical report.
3. No replacement will be offered in case of software-related issues. Customers will be requested to visit the nearest Nexgen Corpotaion store or an authorized brand service center for a resolution as per the brand's warranty terms.

2. DAMAGED PRODUCT/MISSING PARTS OR ACCESSORIES

1. The Nexgen Corpotaion team will contact the customer to ascertain details of the damage or the missing parts/accessories before issuing the replacement. Please note that replacement will be provided only if the damage is not caused by the customer in any manner whatsoever.

3. RETURNS

1. The product to be replaced/returned must be in its original condition along with the brand/manufacture box, MRP tag intact, user manual, warranty card and all in-the-box accessories.
4. Please note that once the applicable return window has been exhausted, customers will be directed to the nearest Nexgen Corpotaion store or an authorized brand service center for resolution as per the brand's warranty terms.

Entertainment

–Television

1. DEFECTIVE/WRONG PRODUCT

1. In an unlikely event of the product delivered being defective or being different from what was ordered, the return request must be raised within the applicable return window.
2. Replacement is eligible only in case of hardware related issue as certified by the brand. Nexgen Corpotaion team will align the brand's technician visit from an authorized brand service center to generate a technical report.
3. No replacement will be offered in case of software-related issues. A resolution will be provided as per the brand's warranty terms.

2. DAMAGED PRODUCT/MISSING PARTS OR ACCESSORIES

1. The Nexgen Corpotaion team will contact the customer to ascertain details of the damage or the missing parts/accessories before issuing the replacement. Please note that replacement will be provided only if the damage is not caused by the customer in any manner whatsoever.
3. **RETURNS**
 1. The product to be replaced/returned must be in its original condition along with the brand/manufacture box, MRP tag intact, user manual, warranty card and all in-the-box accessories.
 2. Return/Refund will not be eligible if the product has been opened by the customer before the installation. The packaging has to be opened only by the Nexgen Corpotaion delivery associate or an authorized installation partner.
 3. If the product is found in a non-working condition at the time of installation, the customer will have to get a job sheet from the technician stating the same. The replacement will be provided basis the brand technician's report.
 4. For any product related issues, after the installation but within the return window, the customer will have to call the Nexgen Corpotaion Helpline number +91 903522277 or write an email to support@nexgencorp.in. Nexgen Corpotaion will align the brand technician's visit within 2-3 working Days. The replacement will be provided only in case of hardware related issue as certified by the brand's technician.
 5. Refund would be provided only in cases where the same product/model is not available in stock.
4. Please note that once the applicable return window has been exhausted, Nexgen Corpotaion will align the technician visit within 2-3 working Days and provide resolution as per brand warranty terms.

–AUDIO (Home Theatres & Sound bars)

1. **DEFECTIVE/WRONG PRODUCT**
 1. In an unlikely event of the product delivered being defective or being different from what was ordered, the return request must be raised within the applicable return window.
 2. Replacement is eligible only in case of hardware related issue as certified by the brand. Nexgen Corpotaion team will align the brand's technician visit from an authorized brand service center to generate a technical report.
 3. No replacement will be offered in case of software-related issues. A resolution will be provided as per the brand' warranty terms.
2. **DAMAGED PRODUCT/MISSING PARTS OR ACCESSORIES**
 1. The Nexgen Corpotaion team will contact the customer to ascertain details of the damage or the missing parts/accessories before issuing the replacement. Please note that replacement will be provided only if the damage is not caused by the customer in any manner whatsoever.
3. **RETURNS**
 1. The product to be replaced/returned must be in its original condition along with the brand/manufacture box, MRP tag intact, user manual, warranty card and all in-the-box accessories.
 2. Return/Refund will not be eligible if the product has been opened by the customer before the installation. The packaging has to be opened only by the Nexgen Corpotaion delivery associate or an authorized installation partner.
 3. If the product is found in a non-working condition at the time of installation, the customer will have to get a job sheet from the technician stating the same. The replacement will be provided basis the brand technician's report.
 4. For any product related issues, after the installation but within the return window, the customer will have to call the Nexgen Corpotaion Helpline number +91 903522277 or write an email to support@nexgencorp.in. Nexgen Corpotaion will align the brand technician's visit within 2-3 working Days. The replacement will be provided only in case of hardware related issue as certified by the brand's technician.
 5. Refund would be provided only in cases where the same product/model is not available in stock.
4. Please note that once the applicable return window has been exhausted, Nexgen Corpotaion will align the technician visit within 2-3 working Days and provide resolution as per brand warranty terms.

–Audio (Bluetooth Speakers)

1. **DEFECTIVE/WRONG PRODUCT**
 1. In an unlikely event of the product delivered being defective or being different from what was ordered, the return request must be raised within the applicable return window.
 2. Replacement is eligible only in case of hardware related issue as certified by the brand. Nexgen Corpotaion team will align the brand's technician visit from an authorized brand service center to generate a technical report.
 3. No replacement will be offered in case of software-related issues. A resolution will be provided as per the brand' warranty terms.
2. **DAMAGED PRODUCT/MISSING PARTS OR ACCESSORIES**
 1. The Nexgen Corpotaion team will contact the customer to ascertain details of the damage or the missing parts/accessories before issuing the replacement. Please note that replacement will be provided only if the damage is not caused by the customer in any manner whatsoever.
3. **RETURNS**
 1. The product to be replaced/returned must be in its original condition along with the brand/manufacture box, MRP tag intact, user manual, warranty card and all in-the-box accessories.
 2. Replacement will be provided for products only in case of hardware related issue as certified by the brand.
 3. Refund would be provided only in cases where the same product/model is not available in stock.

4. Please note that once the applicable return window has been exhausted, customers will be directed to the nearest Nexgen Corpotaion store or an authorized brand service center for resolution as the per brand's warranty terms.

Home & Kitchen

–Home Appliances (Refrigerators, Washing Machines, Air Conditioners, Dryers, Geysers, Vacuum Cleaners)

1. **DEFECTIVE/WRONG PRODUCT**
 1. In an unlikely event of the product delivered being defective or being different from what was ordered, the return request must be raised within the applicable return window.
 2. Replacement is eligible only in case of hardware related issue as certified by the brand in its technical report. Nexgen Corpotaion team will align the brand's technician visit from an authorized brand service center to generate a technical report.
 3. No replacement will be offered in case of software-related issues. A resolution will be provided as per the brand' warranty terms.
2. **DAMAGED PRODUCT/MISSING PARTS OR ACCESSORIES**
 1. The Nexgen Corpotaion team will contact the customer to ascertain details of the damage or the missing parts/accessories before issuing the replacement. Please note that replacement will be provided only if the damage is not caused by the customer in any manner whatsoever.
3. **RETURNS**
 1. The product to be replaced/returned must be in its original condition along with the brand/manufacture box, MRP tag intact, user manual, warranty card and all in-the-box accessories.
 2. If the product is found in a non-working condition at the time of installation, the customer will have to get a job sheet from the technician stating the same. The replacement will be provided basis the brand technician's report.
 3. For any product related issues, after the installation but within the return window, the customer can connect with Nexgen Corpotaion from the 'My Account' Section on www.nexgencorp.in or call the Nexgen Corpotaion Helpline number +91 9035222277 or write an email to support@nexgencorp.in. Nexgen Corpotaion will align the brand technician's visit within 2-3 working Days. The replacement will be provided only in case of hardware related issue as certified by the brand's technician.
 4. Refund would be provided only in cases where the same product/model is not available in stock.
4. Please note that once the applicable return window has been exhausted, Nexgen Corpotaion will align the technician visit within 2-3 working Days and provide a resolution as per the brand's warranty terms.

–Home Appliances (Electric Chimney, Gas Stove, Hob, Water Purifier, Dishwasher, Built-in Microwave Oven, Microwave, OTG, Water Dispenser, Flour Mill)

1. **DEFECTIVE/WRONG PRODUCT**
 1. In an unlikely event of the product delivered being defective or being different from what was ordered, the return request must be raised within the applicable return window.
 2. Replacement is eligible only in case of hardware related issue as certified by the brand in its technical report. Nexgen Corpotaion team will align the brand's technician visit from an authorized brand service center to generate a technical report.
 3. No replacement will be offered in case of software-related issues. A resolution will be provided as per the brand' warranty terms.
2. **DAMAGED PRODUCT/MISSING PARTS OR ACCESSORIES**
 1. The Nexgen Corpotaion team will contact the customer to ascertain details of the damage or the missing parts/accessories before issuing the replacement. Please note that replacement will be provided only if the damage is not caused by the customer in any manner whatsoever.
3. **RETURNS**
 1. The product to be replaced/returned must be in its original condition along with the brand/manufacture box, MRP tag intact, user manual, warranty card and all in-the-box accessories.
 2. If the product is found in a non-working condition at the time of installation, the customer will have to get a job sheet from the technician stating the same. The replacement will be provided basis the brand technician's report.
 3. For any product related issues, after the installation but within the return window, the customer will have to call the Nexgen Corpotaion Helpline number +91 9035222277 or write an email to support@nexgencorp.in. Nexgen Corpotaion will align the brand technician's visit within 2-3 working Days. The replacement will be provided only in case of hardware related issue as certified by the brand's technician.
 4. Refund would be provided only in cases where the same product/model is not available in stock.
4. Please note that once the applicable return window has been exhausted, Nexgen Corpotaion will align the technician visit within 2-3 working Days and provide a resolution as per the brand's warranty terms.

–Kitchen Appliances (Carry-in Products)

1. **DEFECTIVE/WRONG PRODUCT**
 1. In an unlikely event of the product delivered being defective or being different from what was ordered, the return request must be raised within the applicable return window.

2. Replacement is eligible only in case of hardware related issue as certified by the brand in its technical report. Nexgen Corpotaion team will align the brand's technician visit from an authorized brand service center to generate a technical report.
 3. No replacement will be offered in case of software-related issues. A resolution will be provided as per the brand' warranty terms.
2. **DAMAGED PRODUCT/MISSING PARTS OR ACCESSORIES**
1. The Nexgen Corpotaion team will contact the customer to ascertain details of the damage or the missing parts/accessories before issuing the replacement. Please note that replacement will be provided only if the damage is not caused by the customer in any manner whatsoever.
3. **RETURNS**
1. The product to be replaced/returned must be in its original condition along with the brand/manufacture box, MRP tag intact, user manual, warranty card and all in-the-box accessories.
 2. Replacement will be provided for products only in case of hardware related issue as certified by the brand.
 3. Refund would be provided only in cases where the same product/model is not available in stock.
4. Please note that once the applicable return window has been exhausted, Nexgen Corpotaion will align the technician visit within 2-3 working Days or the customers will be directed to the nearest brand service center for resolution as per the brand's warranty terms.

Accessories

1. **DEFECTIVE/WRONG PRODUCT**
1. In an unlikely event of the product delivered being defective or being different from what was ordered, the return request must be raised within the applicable return window.
 2. Replacement is eligible only in case of hardware related issue as certified by the brand. Nexgen Corpotaion team will align the brand's technician visit from an authorized brand service center to generate a technical report.
 3. No replacement will be offered in case of software-related issues. A resolution will be provided as per the brand' warranty terms.
2. **DAMAGED PRODUCT/MISSING PARTS OR ACCESSORIES**
1. The Nexgen Corpotaion team will contact the customer to ascertain details of the damage or the missing parts/accessories before issuing the replacement. Please note that replacement will be provided only if the damage is not caused by the customer in any manner whatsoever.
3. **RETURNS**
1. The product to be replaced/returned must be in its original condition along with the brand/manufacture box, MRP tag intact, user manual, warranty card and all in-the-box accessories.
 2. Replacement will be provided for products only in case of hardware related issue as certified by the brand.
 3. Refund would be provided only in cases where the same product/model is not available in stock.
4. Please note that once the applicable return window has been exhausted, customers will be directed to the nearest Nexgen Corpotaion store or an authorized brand service center for resolution as the per brand's warranty terms.