

Returns and Refund Policy: ShopMate

Last Updated: November 28, 2025

Thank you for choosing ShopMate. We value your business and aim to provide a transparent experience regarding your purchases. Please read this policy carefully to understand your rights and our obligations.

1. General Return Conditions

To be eligible for a return or refund, the following general conditions must be met:

- **Proof of Purchase:** A valid receipt, invoice, or order number is required.
- **Condition:** Items must be in their original packaging, unused, and in the same condition as received.
- **Timeline:** Requests must be initiated within **30 days** of the delivery date or service activation.

2. Product-Specific Policies

2.1 Digital SaaS Products & Subscriptions

- **Monthly Plans:** You may cancel at any time. Refunds are not provided for partial months; however, access remains active until the end of the billing cycle.
- **Annual Plans:** A full refund is available within the first **14 days** of the initial purchase. After 14 days, a pro-rated refund may be granted only in cases of documented technical failure of the platform.

2.2 Educational Courses & Workshops

- **Self-Paced Courses:** 100% refund if requested within **7 days** of purchase, provided less than **20% of the content** has been consumed.
- **Live Workshops/Bootcamps:**
 - Cancellation **> 48 hours** before start: Full Refund.
 - Cancellation **< 48 hours** before start: 50% Refund or credit for a future workshop.
 - Post-Workshop: No refunds are issued once the session has been attended.

2.3 Physical Hardware (e.g., IoT Kits, Training Kits)

- Items must be returned with all components and manuals.
 - **Restocking Fee:** A 15% restocking fee applies to all opened hardware kits that are not defective.
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3. The Refund Process

Once we receive and inspect your return or approve your digital claim, we will notify you of the approval or rejection.

1. **Approval:** If approved, the refund is processed immediately.
 2. **Credit:** The credit will automatically be applied to your original method of payment.
 3. **Timeline:** It typically takes **5 to 10 business days** for the amount to reflect in your bank statement, depending on your financial institution.
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4. Non-Refundable Items & Services

The following items are strictly non-refundable:

- Downloadable software keys (once revealed).
 - Personalized/Customized corporate training sessions.
 - Promotional or "Sale" items marked as "Final Sale."
 - Shipping costs incurred during the initial delivery.
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5. Contact Information

For all return and refund inquiries, please reach out to our support team:

- **Email:** support@shopmate.com
- **Support Portal:** <https://support.shopmate.com>
- **Address:** ShopMate E-Commerce Private Limited, Visakhapatnam, Andhra Pradesh, India.