

Sale Policy – 2019

The Sale Policy has been made to ensure transparency in Company transactions with you.
The terms of the policy are as follows:-

I. Warranty

- i. No refund Policy: Goods once sold by the Company, will not be taken back under at any circumstances except it found to be defective as per the term and conditions of the Sale Policy.
- ii. Company warrants its products to be free from defects in material and workmanship. Manufacturing defects on selective products will need to be supported by relevant documentation and proof (images, etc.). Customers must write to support@lumaworld.in or call on +91 9167004056.
- iii. **If upon our inspection we deem the product to be defective, Company will be responsible for the replacement of the defective parts ONLY.**
- iv. Damages due to shipping and handling improper installation abuses (intentional or accidental) or normal wear and tear are NOT covered by this warranty.
- v. There are no other guarantee or warranties, implied or expressed, beyond the term of this expressed written warranty.
- vi. The claims, which are more than 7 days from the date of the original purchase by the Customer, will not be considered.

II. Return of Defective Products

- i. Customers must write to support@lumaworld.in or call on +91 9167004056.
- ii. A ticket will be raised and Company shall respond accordingly
- iii. Upon confirmation of the defect by the Company, the Customers shall fill the Returns Form (Annexure I) with duly signed and e-mail the scanned copy of it to commercial Invoice at support@lumaworld.in with a cc to customer service team at ,.....
- iv. Only if box arrives in a damaged condition it will need to be shipped back to us and new one will shipped to them. If any components are damaged or defective, we will ship only that item to them after they return the item and it is inspected by us.
- v. Return label will be mailed to the customer which will need to be printed and sent back to us
- vi. Subject to clause (I) (vi), the Company will be issued Return Number (RN) via e-mail.
- vii. After receipt of Return Number, within 7 days, Customer shall return the defective products to the Company on the below mentioned address by forwarding them along with Return Form through Company appointed Transporter.
- viii. Address
- ix. As per Warranty Policy, claims that are more than 7 days from the date of the original purchase by the Customer will not be considered.
- x. If you decide to return the products using Company appointed Transporter, you will incur no return shipping costs. However, if you decide to return the products using a different Transporter shipping costs will be charged to you, and you will be responsible for any loss or damage to the products (howsoever caused) during transit.
- xi. After the defective products have been returned and received by the Company, Company shall verify/ check the conformity of the product with the Returns Form and confirm the acceptance of the returned product by e-mail that defective product has been accepted.
- xii. In lieu of the defective product, Company would replace it with the same product or part thereof.
- xiii. Return products must be accompanied by the following documents for inward acceptance by Company:-
 - a. Complete Returns Form
 - b. Image of defect sent via e-mail
 - c. Invoice in original
 - d. RN shall be mentioned on the returned carton.
- xiv. Company shall not be liable for loss/damage caused due to lost or damaged Return products in transit.
- xv. Company shall replace the damaged product within one month after accepting the damaged product. The Company reserves the right to reject the claim of the Customer.
- xvi. For further assistance in case of any delays, please send an e-mail to support@lumaworld.in.

III. Governing Law

Sale policy is governed by the Indian Law. Sales are subject to Mumbai Jurisdiction.

IV. Amendments and updates

The policy guidelines for Sale may be amended from time to time, taking into consideration new laws and regulations. The Sale Policy shall be effective as of the date of publication. Company reserves the right to amend the policy from time to time.

**Annexure I
Returns Form**

Name of the Customer						
Address						
Mobile number						
E-mail address						
Bill Date						
Comments of the Customer						
Bill /Invoice Number						
Date of dispatch						
Name of the Transporter						
Signature of the Customer						
Sr.No	Invoice No.	Material Description	Qty	Basic Price	Description of Defect	Name of the Retailer
Total Value _____						