

# HAVAI HOME PRODUCTS PRIVATE LIMITED

## CANCELLATION, RETURN & REFUND POLICY

Havai Home Products Private Limited (hereinafter called as “We”/ “Havai”/ “Our”/ “us”) aims to provide the best customer experience to our Users/customer (hereinafter called as “you”/“Users”/“Customer”) beginning from placing an order on Havai’s website till initiating a replacement. While transacting on the Havai’s Website, you can expect a hassle-free experience in replacing the Product that you have ordered and can rely on us as your preferred shopping destination.

### ORDER CANCELLATION:

We believe in helping our customers as far as possible and have therefore a liberal cancellation policy.

UNDER THE CANCELLATION POLICY, YOU CAN CANCEL THE PRODUCT UNDER THE FOLLOWING CONDITIONS:

- a. You can cancel orders for products (partially or fully) prior to the shipment being “Invoiced”. Order cannot be cancelled once the package is “Invoiced”. You can check your order status whether invoiced or not under [‘My Account’](#) section.
- b. Order will get cancelled either if the customer is not able to receive the orders even after two delivery attempts, or the customer address is incorrect.
- c. Further Havai reserves the right to cancel your order & Refund the amount paid (if any) in case the Product is shipped and thereafter the pin code becomes unserviceable.

UNDER THE CANCELLATION POLICY, YOU CAN NOT CANCEL THE PRODUCT UNDER THE FOLLOWING CONDITIONS:

You cannot cancel the order if the order has been invoiced, you can check the order status in [“My Order”](#) Section.

### ORDER RETURN POLICY:

WE FOLLOW A HASSLE-FREE 10 DAY RETURN POLICY ON OUR WEBSITE FOR ALL NON-CONSUMABLE ITEMS.

**UNDER THE RETURN POLICY, YOU CAN RETURN THE PRODUCT UNDER THE FOLLOWING CONDITIONS:**

- a. If you have received the product in a damaged condition.
- b. If the product is significantly different from what has been ordered.
- c. If the order has Incorrect quantity delivered.
- d. If the product is marked by Havai service team as non-repairable

## **UNDER THE RETURN POLICY, YOU CAN NOT RETURN THE PRODUCT UNDER THE FOLLOWING CONDITIONS:**

Havai will not consider the product for return or refund request in the following cases:

- a. Buyer's remorse including not limited to change of mind or incorrect product/model/colour ordered.
- b. If the Outer Box is damaged but the Product inside is intact & is working as per its specification.
- c. Product has already been installed or is in use and works as per its specification.
- d. Product has been tampered with or has a missing serial number.
- e. Product has been relocated from the address where the product was delivered
- f. The applicable refund window of 10 Days from the date of delivery has been exhausted (Note: After the exhaustion of the applicable refund window no return request will be entertained and for any issue in the product it will be serviced as per applicable warranty terms of the HAVAI.
- g. Performance issue if the product is not as per expectation.

Note: Please see that apart from the abovementioned in no other circumstances, return and refund requests will be entertained and hence no refunds shall be applicable in any such other cases.

## **HOW TO LODGE RETURN REQUEST?**

1. The Customer needs to raise the return request under the above-said circumstances with the proof/images attached to My order Section (under the Return Section) after logging in their account within 10 Days from the date & time of delivery or the customer has to Email the proof/image to [service@havai.in](mailto:service@havai.in) or send details on WhatsApp to 8591064833
2. Once Havai confirms the return and refund request raised by you, Havai will make necessary arrangements for pick-up of the Product and the Customer will get a refund of the amount paid. Normally the refund is processed within 24 hours upon successful delivery of Product from Customer's doorstep and after QC check is confirmed at our end. The amount will be credited to the customer via original mode of payment used within 5 to 7 working days depending upon the mode of payment and bank.

## **RETURNS PICK-UP & PROCESSING**

- Once the return request has been created and approved by Havai team, the pick-up for the return items will be scheduled.
- Customers need to ensure that the same items which were ordered are being returned else it might lead to cancellation of the return request.
- If the customer is not able to hand over the return items even after two return pick-up attempts, then it might lead to cancellation of the return request & customer will not be able to raise return request in future.

**ALL PRODUCTS ON OUR WEBSITE HAVE A 10-DAY RETURN POLICY EXCEPT COVERS, PERFUMES AND PLASTIC PARTS**

## **REFUND APPLICABILITY**

- In case the Order gets cancelled as the customer is not able to receive shipment even after two delivery attempts: Refund will be processed after the product is received at the place of origin of the shipment via the original mode of payment.
- In case of return, once the order is successfully picked up by our logistics partner: Refund will be processed within 24 hours in the original mode of payment after the product is received at the origin. The amount will be credited to the customer via original mode of payment used within 5 to 7 working days depending upon the mode of the payment and bank.