

## **RETURN OF GOODS & SERVICES POLICY**

We want you to be happy with your purchases and we want to protect both the rights of the buyers and sellers. Here is our policy governing your return of goods and services and may change from time to time for the betterment of this policy as a whole. We advise you read and check on this policy regularly.

### **For Goods:**

If your goods arrived damaged or faulty (not inclusive of the packaging) in any way, please contact us within 14 days from the date you receive your goods stating the following:

- Type of goods
- Description of the damage/fault
- Date of received of goods
- Proof of purchased goods
- and such other information we may reasonably require

We will revert to you as soon as practicable and if your return is approved, please return the damaged/faulty goods in their original packaging, must be unused and in the same condition when you received the goods. You will be responsible for paying for your own shipping costs for returning your goods. Shipping costs are non-refundable.

When we receive your returned goods, we will inspect them and will notify you whether or not the returned goods are acceptable and if acceptable, we will inform you whether or not a refund or an exchange of goods will be provided to you. In this case refund, a credit will automatically be applied to your credit card or original method of payment as soon as practicable. In the case of exchange of goods, the merchant will be sending to you the same as soon as practicable.

Notwithstanding the foregoing, the following are some non-returnable goods:

- Perishable goods such as food, flowers, newspapers or magazines
- Intimate or sanitary goods, hazardous materials, or flammable liquids or gases
- Gift cards
- Downloadable software products
- Some health and personal care goods
- and such other goods which may be reasonably added from time to time

### **For Services:**

If you wish to cancel your services, please contact us within 14 days from the date you purchase such services stating the following:

- Type of services
- Description of your reason of cancellation
- Date and proof of purchase of services
- and such other information we may reasonably require

We will review your request and will notify you whether or not your request is approved. If rejected, we will notify you the same and if approved, a credit will automatically be applied to your credit card or original method of payment as soon as practicable.

Notwithstanding the foregoing, the following are some non-refundable services/situations:

- The job / service is already completed.

- The job / service cancellation past the duration set in our refund policy which is not more than 14 days from the payment date.
- Change of mind.
- Insisted on having a service provided in a particular way, against our advice.
- Failed to clearly explain your needs to us.

If you face any problems or issues with the services provided, please contact us to explain the same to us, and we will use our commercially reasonable efforts to solve the said problems or issues.

**End**