

21. Product Return & Replace Request by Customer

<u>Product Return and Replacement Policy for Customer</u>	
Product replacement / return on successful delivery to customer door steps will be depend on below table Condition.	
<u>Category</u>	<u>Customer Return Policy</u>
Any type of Disputed product Return process (Customer will raise replacement RMA request through his dashboard panel with return form filling)	Customer shall return it & shall return in MARS warehouse within 5 Days from the date of received, Customer Must raise RMA request within 24 hours or on defective check within 48 hours. & on RMA approval from MARS, customer will get replacement within 25 days from RMA approved date. After 48 hours, no RMA request shall not be accepted from customer end. Return form should be fill and attach on sending disputed defective product.
Disputed Product due to Missing Accessories or Product not shown as original in terms of color, size, quality or faulty / defective / damaged / rejected product etc.	Customer has to check instant on received product, declare it by writing it on courier slip, keep copy and send mail on rejection. As stated, process above on first row at this table, customer will get replacement within 25 days from the rejection date product received in MARS warehouse.
Branded Products	Branded items non-returnable, please contact on brand company service center.
Mobile & Computer Category, Groceries, Pet food supplies, harnesses, shampoo typed all, Liquid Items, Software, Beauty & Health, Jewelry	Non-returnable, Only at Case to Case basis only for mobile, Customer will be return it within 5 Days from the date of received. If approved by MARS, customer will get replacement within 25 days from the rejection date product received in MARS warehouse.
All Category Except Above	As stated, process above on first row at this table for product replacement. If return items (as stated below row condition) found not in that original status as it was sent then price penalty will be applicable to customer case to case basis as per seller policy. Customer is not eligible to return if it's not required or no longer needed. If product not defective and customer insist to return, customer has to bear penalty of 30% product price with courier charge deduction from total price amount.

All Items Return condition.	Customer must be return the product in original condition with all accessories into original box included warranty, manual paper, price tags, unused, not dirty etc. as an intact form.
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