

23. Seller Return & Replace Policy

23.1. Seller shall responsible to acknowledge, authorize, follow the payment policy in addition to payment terms stated in this agreement in different clause wherever published.

<u>Product Return and Replacement Policy for Seller</u>		
Successful delivered Product rejection by customer, replacement / return policy by Seller for those products will be depend on below table Condition:		
<u>Category</u>	<u>Customer Return Policy</u>	<u>Seller Return & Replacement Policy</u>
Product Delivered in damaged conditions	Customer will be return it within 5 Days from the date of received	Follow MARS packaging policy, Seller replacement by 25 Days from the date of rejection. Seller will collect the rejection items from drop point within 15 days of rejection date.
Missing Accessories Or Received Product different from Ordered Items in terms of color, size or other	Customer has to check instant on received product, declare it by writing it on courier slip, keep copy and send mail on rejection. Customer will be return it within 5 Days from the date of received.	Must send always complete product. Follow MARS packaging policy, Seller replacement by 25 Days from the date of rejection. Seller will collect the rejection items from drop point within 15 days of rejection date upon receiving from customer.
Branded Products	Branded items non-returnable, please contact on brand company service center.	If any other issues found and raised, it will be raised to brand company, if brand company consider in any issue, it could be considered as per brand company return policy.

<p>Mobile & Computer Category, Groceries, Books, Pet food supplies, harnesses, shampoos/ conditioners. Liquid Items, Software, Beauty & Health, Jewelry</p>	<p>Non-returnable 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.</p>	<p>Mobile will be as per Seller policy case to case basis. Or as per Brand Product policy Delivery failed product will be return to Seller. Seller will collect the rejection items from drop point within 15 days of rejection date.</p>
<p>All Category Except Above</p>	<p>Customer will be return it within 5 Days from the date of received. If return items found not in that 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</p>	<p>Not allowed to ask any question. Please mention correct description on product uploading. Seller replacement by 25 Days from the date of rejection. Rejection could product is not same as displayed, defective, old, incomplete etc. Seller will collect the rejection items from drop point within 15 days of rejection date. In case of customer insist to return product without any defect of product, seller will return the product with 30% penalty charge from customer.</p>

	deduction from total price amount.	
All Items Return	Customer must be return the product in original condition with all accessories into original box included warranty, manual paper, price tags etc. as an intact form	Seller will collect the rejection items from drop point within 15 days of rejection date. MARS will not do quality check for the rejection product.