

Cooling-Off-Period & Cancellation Policy – Dazz Tech Private Limited

This Cancellation & Cooling-Off Policy applies to all purchases and agreements made by Consumers and Direct Sellers associated with the Direct Selling business of **Dazz Tech Private Limited**.

1. Cooling-Off Period for Direct Sellers (Distributors)

As per government regulations, every newly registered Direct Seller is provided a mandatory protection window to evaluate their association with the Company:

- **Cooling-Off Period:** The Direct Seller is provided a mandatory minimum **30-day Cooling-Off Period** from the date of joining or the signing of the Direct Seller Agreement.
- **Right to Cancel:** Within this **30-day period**, the Direct Seller can cancel their agreement and return any start-up products/inventory purchased, **without giving any reason and without incurring any penalty**.
- **Refund under Cooling-Off:** Upon cancellation of the agreement within the cooling-off period, the Company will issue a 100% refund of the amount paid for products, provided the items are returned in unused, unopened, and marketable condition.

2. Order Cancellation by Consumers (Retail Customers)

For retail customers who purchase products for personal consumption, the order cancellation rights are defined as follows:

- **Before Dispatch:** A consumer can cancel their order **without any charges** at any time before the product has been shipped/dispatched from the Company's warehouse. The refund will be processed within 7 working days to the original payment source.
- **After Dispatch / Post-Delivery:** Once the product has been dispatched or handed over to the courier partner, the order cannot be cancelled under this section. After delivery, any request for return, refund, or replacement will be governed strictly by the **Return, Refund & Exchange Policy** of the Company.

3. Cancellation Procedure

For initiating a cancellation (either as a Direct Seller under the Cooling-Off Period or as a Consumer before dispatch), please follow these steps:

- **Notification:** Inform our Customer Care Team immediately by sending an email to **customercare@dazzkart.com** or by calling **+91-9193988889** with your Order ID or Direct Seller ID.
- **Processing:** Once verified, the cancellation request will be logged, and the eligible refund will be processed as per the timelines mentioned in the respective policy sections.

Registered Office

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