

Return, Refund, and Exchange Policy- Dazz Tech Private Limited

1. Customer Satisfaction Guarantee

DAZZ TECH PRIVATE LIMITED is committed to providing quality products and services to its customers. If any retail customer is not satisfied with the product purchased from the Company, they may apply for a return, refund, or exchange, subject to the terms and conditions mentioned in this policy, within 30 days from the date of purchase. The Company reserves the right to inspect and verify the returned product before approving any refund or exchange request.

2. Conditions for Return and Exchange

Returns/Exchanges will be accepted only upon fulfilling the following conditions:

Category	Return Time Limit	Conditions
A. Non-Consumable/Durable Goods (e.g., Electronics, Gadgets, Accessories)	30 Days from Date of Purchase	The product must be unused and in marketable condition . Original packaging, tags, manuals, and warranty cards must be intact.
B. Consumable Goods (e.g., Health Supplements, Personal Care, if applicable)	30 Days from Date of Purchase	The product should not be more than 30% consumed .
C. Defective/Damaged Product	Within 7 working Days of Delivery	The product was received broken, defective, or incorrect. The customer must report it within 7 working days of receiving the delivery.

Mandatory Documents:

- Original Invoice or Proof of Purchase.
- Duly filled **Return/Exchange Form**.

3. Refund Process

Upon acceptance of the return, the refund will be processed as follows:

Reason	Refund Amount	Mode of Refund	Timeline
Product Return (Sections A & B)	100% of the Product Cost (<i>Minus applicable taxes and shipping charges</i>)	Via NEFT/RTGS to the customer's bank account or through the original method of payment.	Refund shall be processed within 15 working days after approval of the return request.
Defective/Damaged Product (Section C)	100% Full Refund (<i>Including shipping charges</i>)	Via NEFT/RTGS to the customer's bank account or through the original method of payment.	Within 10 working days of receiving the return and confirming the defect.

4. Distributor Stock Buy-Back Policy (For Direct Sellers)

In case a Direct Seller terminates their contract, Tech Private Limited allows the return of unused stock in marketable condition.

- **Time Limit:** Within **30 days** of the termination of the agreement.
- **Amount:** **90%** of the purchase price of the returned products (10% will be deducted as administrative charges). The deduction covers logistics, handling, and administrative processing costs.
- **Conditions:** The products must not be older than **90 days** from the date of purchase by the Direct Seller and Products must be unused, unopened, and in resaleable condition.

5. How to Initiate a Return

The customer or Direct Seller must follow these steps to initiate a return:

1. **Notification:** Notify our Customer Care Team at customercare@dazzkart.com or +91-9193988889 via call or email regarding the return/exchange.
2. **Documentation:** Carefully pack the product along with the required documents (like Invoice copy and Return Form).
3. **Shipping:** Ship the product to the company warehouse address as instructed by the Customer Care Team.
4. **Inspection:** Upon receiving the product, the company will conduct a Quality Check (QC).
5. **Resolution:** If the inspection is successful, the refund or exchange will be processed within the timelines specified above.

Note: The cost of shipping the product back to the company's address must be borne by the customer/Distributor, except when the product is defective or incorrect. Original shipping charges are non-refundable except in cases of defective, damaged, or incorrect products.

6. Jurisdiction

All disputes shall be subject to the jurisdiction of Bareilly, Uttar Pradesh.

Grievance Redressal Officers

Email:- grievance@dazzkart.com

Registered Office

DAZZ TECH PRIVATE LIMITED, CIN No. U46909UP2023PTC191381

[H.No.225/247](#), Zakati Street, Near Shiv Mandir, Bareilly, Uttar Pradesh, India, 243003

Email id:- customercare@dazzkart.com

Website:- www.dazzkart.com