

## **TERAHERTZCARE INDIA CANCELLATION, RETURN AND REFUND POLICY**

### **PRODUCT CANCELLATION, RETURN AND REFUND POLICY:**

We thank you for shopping with us and regret that you have faced an issue with our product. We at Terahertzcare have always try to provide you with the highest quality products that you can enjoy and make part of your everyday lives. We warrant that the product supplied by us will conform with the specifications provided and agree to remedy the non-conformity, if any.

The goods sold by the Company shall carry guarantee/ warranty of the Manufacturer of a specified time and during this time, Terahertzcare Independent Business Owner (IBO) can exchange/ return the goods as per the conditions mentioned hereunder in the policy.

**Applicability of this Policy-** The Refund policy is applicable only for products that are in marketable and saleable conditions and partially used products (i.e. less than 30%). This policy is not applicable to products that have been intentionally damaged or misused.

#### **1. DEFINITIONS –**

- a. **“IBO”** means a person appointed by the Company on a principal-to-principal basis to undertake sale, distribution and marketing of products and services of the Company.
- b. **“Refund”** refers to paying back the money collected on the sales of good being returned.
- c. **“Buyback/repurchase”** is the process by which Terahertzcare IBO takes previously purchased products back to the Company, and in turn receives refund or exchange for another item (identical or different) as determined by the Company.
- d. **“Saleable”** means goods unopened, unused, marketable, which has not expired, and which is not discontinued or special promotion goods.

#### **2. COOLING OFF PERIOD:**

If any IBO desires to terminate the Contract with the Company during first seven (7) days of joining, he/she will be able to return all the products and material (purchased from Company) and get full refund only if the purchased products are in marketable and saleable condition.

#### **3. BUY-BACK/REPURCHASE POLICY:**

The Company gives full refund or buy-back guarantee to every Terahertzcare IBO on following terms:

- i). The condition of goods/ products shall be in marketable and saleable condition (i.e., any seal/protection on the good is kept unbroken) and the right of buy-back can be exercised by the Associate within seven (7) days from date of distribution. Thus, as a retail customer you will have the right to return the products purchased within 7 days from the date of purchase in accordance with this policy. As such, we advise you to thoroughly read the present policy for understanding your rights for return, exchange, and cancellation.

- ii). The Company is responsible to buy-back the goods only after submission of original bill/delivery challan and ID proof of the Terahertzcare IBO.
- iii). The company shall refund amount after deducting of packaging, courier, and applicable taxes etc. as per the norms issued by the Govt as amended from time to time.

#### **4. PRODUCT RETURN PROCEDURE**

- a. Only the IBO, who ordered the product from Terahertzcare India may return it directly.
- b. To initiate the refund, process the retail customer should contact the IBO from whom the products were purchased, and the IBO will then guide and help the retail customer in having the said products returned.
- c. The IBO shall need to obtain a Return Merchandise Authorization Number (RN#) from the Distributor Services Department. The same needs to be availed by fulfilling the following requirements–
  - i). Signed letter stating the reason for the return.
  - ii). Original invoice/delivery challan.
  - iii). IBO ID.
- d. The RN# number must accompany all returned products and should be clearly visible on the return package itself.
- e. Return the product with the original confirmation of order to Terahertzcare India.
- f. Use proper shipping carton(s) and packaging materials to return the product to Terahertzcare. The IBO is responsible for tracking return shipment should that be necessary.
- g. The liability of the products until they reach us is on the sender and refund is initiated only after inspection of the product is done and the same are found to be in saleable and marketable condition only subject to other provisions of this policy. Terahertzcare reserves its right to determine the marketability and saleability of the products returned.
- h. If an IBO returns product from a retail customer, he/ she must send the product to Terahertzcare within 7 days of the customer's return.

#### **5. RETURN EXCEPTIONS:**

If the goods received have a bad condition/ packaging is tampered with/damaged before delivery, please refuse to accept the package, and return the package to the delivery person. Please call the customer care department at 0261-4100000 or email us at [india.cs@terahertzcareindia.com](mailto:india.cs@terahertzcareindia.com) mentioning the IBO ID.

The Company will personally ensure that a brand-new replacement is issued with no additional cost within seven (7) working days from the receipt of the returned package. It is

to make sure that the original product tag and packing is intact when the product is sent back. Return duration is seven (7) days apart from condition reserved herein above.

The following products shall not be eligible for return or replacement:

- i). Any product that exhibits physical damage to the box or to the product after receiving from the delivery boy.
- ii). Any product that is returned without all original packaging including the retail box originally included with the product at the time of delivery.
- iii). Any product without a valid, readable, untampered serial number, including but not limited to products with missing, damaged, altered, or otherwise unreadable serial number/Batch number.

**6. RESTOCKING FEE AND REFUND:**

There is no restocking fee. But the Company do not refund the original shipping and handling that was paid on the order, this will be deducted from an individual's refund. Refund will be made in your designated bank account as per the details provided to the Company within ten (10) working days from the date of approval/rejection of the return of the products.

**7. SUGGESTIONS & COMPLAINTS:**

If you have any questions about this Policy or you are facing any further issue with respect to exchange/ return process, please contact the Company at [india.cs@terahertzcareindia.com](mailto:india.cs@terahertzcareindia.com) by mentioning the IBO ID.

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