

Cancellation and Refund Policy

Cancellation By www.myhomeserveindia.com

The Company hereby informs the User that User's receipt of an electronic or other form of order confirmation does not signify the Company's acceptance of User's order, nor does it constitute confirmation of the Company's offer to sell. The Company reserves the right at any time after receipt of User's order to accept or decline User's order for any reason. User's order will be deemed accepted by the Company upon shipment of products or performance of services that User has ordered as indicated by the Company's servers. Company may require additional verifications or information before accepting any order. The Company shall have the right to refuse or cancel any orders placed for Products listed at an incorrect price, rebate or refund, or containing any other incorrect information or typographical errors. The Company shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and User's credit/ debit/ cash card charged. If User's credit/ debit/ cash card has already been charged for the purchase and User's order is cancelled, the Company shall immediately issue a credit to User's credit/ debit/ cash card account for the amount of the charge. All free gifts, in original packing as delivered and unused condition, must be returned along with the Product in case of cancellation of order of the Product with which the free gift(s) is/are given.

Cancellation By User:

Before Shipment

Cancel order request can be placed by either of the following methods:

- User shall be entitled to cancel an order of any Product booked on the Website, by placing a "Cancel Order" request in My Account page.
- User can send a request to our customer support team on customercare@myhomeserveindia.com from registered email id with reason for cancellation and order details.

In such cases, the order will be cancelled and the money for all prepaid orders will be refunded to you with 2% deduction within 2-5 business days after the cancellation request.

After Shipment before Delivery

Cancel order request can be placed by either of the following methods:

- User can send a request to our customer support team on customercare@myhomeserveindia.com from registered email id with reason for cancellation.

All eligible refunds against Cancellation of Orders by User before delivery of Product to User will be subject to deduction of 3-5% of the Product Price already paid (Transaction value) as Banking and Transaction charges and

balance would be processed to be refunded to User. User understands and agrees to such deduction by putting Cancellation request for any Order before delivery of Product. In case user had not cancelled the order but refused to accept product at the time of delivery, in such cases refund would be subject to deduction of between 3-5% of the Product Price already paid (Transaction value) as Banking Transaction and shipment charges and balance would be processed and refunded to User within 3-5 business days. User understands and agrees to such deduction by putting Cancellation request for any Order before delivery of Product. In case you have cancelled an order, which has already been handed over to the courier company on our end, they may still attempt delivery. Kindly do not accept the delivery of the order.

Categories not eligible for cancellation

1. E-Gift Voucher
2. Extended Warranty (Purchase Separately)

How long will it take to process my cancellation request?

Once you request the cancellation of item in your order, it will take us a maximum of 1-2 business days to cancel the order and initiate a refund. You will be notified of the same by email.

If the Order Status shows the item in your order as 'Shipped', we will process your cancellation request directly with our logistics partner. Your refund will be processed soon after we receive the cancelled items back from the courier.

If you opt for Gift Voucher as a refund, it will take 1-2 Working days .You can use the amount for future purchases with us.

However, if you opt for having the money transferred back to the source of transaction, it may take up to 7-10 business days for the respective banks to process the refund. Please get in touch with the banks directly in case of any delays post confirmation of cancellation/refund by us.

What if I used discount coupon or loyalty points during time of payment and

I have to cancel my order?

Discount coupon is intended for one-time use only and shall be treated as used even if you cancel the order. If you had redeemed loyalty points for an order, the same will be credited back to your account in the case of a cancellation.

What if I used e-Gift vouchers during time of payment and I have to cancel my order?

For orders placed through Gift vouchers, refund would be provided in form of a fresh e-Gift Voucher of the same value and the Expiry date will be the same as in the original e-Gift Voucher.

Refund

Refunds shall be considered for those purchases which are not replaceable which are logged in for Damage / Defective / Different only as per the above mentioned policy.

We can process the refund for replacement only when the products have been received and verified at our warehouse.

Payments done through credit/debit cards or net banking or cash cards The refund will be initiated to the same account from which the payment was made within 24-48 business hours of us receiving the products back. It may take 7-10 additional business days for the amount to reflect in your account.

Cash on delivery transactions

For cash on delivery transactions, we will initiate a bank transfer against the refund amount against the billing details shared by you. This process will be completed within 24-48 business hours of us receiving the products back and your bank details on My Account and/or email from Register email id .It will take an additional 5-7 business days for the amount to reflect in your account. The bank details that are required are as follows:

- Name as on Account
- Name of the Bank
- Account Number
- IFSC Code
- Order Number

In addition, we also provide the hassle-free option of refund through Home Serve Gift Vouchers, which can be used during future purchases should you opt for.