# *REFUND AND CANCELLATION POLICY*

The following terms used in this policy shall be attributed the meaning as laid down hereinunder:

- **"Return" or "Returns"** shall mean the Return of the Purchased Items by the Purchaser or the recipient of a purchase to Us, pursuant to the satisfaction of the conditions laid down herein.
- **"Purchased Item/s"** shall mean those certain items that are purchased by Purchaser and provided by Us for a consideration amount.
- **"Exchange"** shall mean the Purchaser's request to Us for providing a new product of the same specification as the Purchased Item if the Purchased Item if found defective or damaged on delivery to the Purchaser.
- **"Refund"** shall mean a reimbursement, pursuant to the entire satisfaction of the conditions laid down herein, of the whole or any part of the amount paid by the Purchaser as consideration of a Purchased Item sold by Us.
- **"Purchaser"** shall mean an individual or entity who acquires Purchased Items from Us by paying monetary-consideration *in lieu* of the transaction.
- **"Us"** shall mean the Old Cottonians' Association located at Bishop Cotton Boys' School, St. Mark's Road, Bengaluru, India 560 001, and shall be construed only for the purposes of buying Purchased Items from us.

## 1. RETURNS

a. The Return of Purchased Items shall be applicable only for an Exchange or a Refund, if the Purchased Items are applicable for an Exchange or a Refund and the conditions laid down herein are satisfied.

b. The Return of Purchased Items shall only be applicable for a duration of thirty days after the Purchase has taken place. Requests for a Refund or an Exchange exceeding this thirty-day period shall not be entertained.

c. Purchased Items liable for Return must be unused and preserved in the same condition as it was received by the Purchaser. The Return of a Purchased Item shall not be entertained if the product is not in its original packaging.

d. The Return of Purchased Items shall be limited only to items applicable for Return. Purchase Items of perishable items including newspapers and magazines are not liable for Return. Purchases of intimate or sanitary items, hazardous material or inflammable liquids or gases shall not be accepted as a Return.
e. The Return of Purchased Items shall not be accepted if the Purchaser fails to provide a receipt or proof of the purchase transaction.
f. Once received, all Returns shall be inspected for assessing the physical and operational condition of the Purchased Items. Purchased Items that are not in appropriate condition shall not be entitled to an Exchanged or a Refunded.
g. The Purchaser shall receive electronic mail notifications on their registered E-mail ID regarding the receipt of Purchased Items dispatched for Return to Us.

**2. REFUND**

a. The Refund of a Purchased Item shall be granted only for products applicable for a Refund.
b. The Purchasers shall receive electronic mail notifications on their registered E-mail ID regarding the approval or rejection of their Refund request.
c. On the approval of a Refund request, the Refund shall be processed within the prescribed number of days through the original source of payment on the Purchaser's credit card.
d. Partial Refunds may be granted only in certain instances for Purchased Items specifically applicable for partial Refund, depending on their condition they are returned in to Us.

**3. LATE OR MISSING REFUNDS**

a. Requests for late or missing Refunds shall be entertained only after the expiry of the prescribed number of days to process the Refund by Us and the time taken for credit deposits by the Purchaser's bank or credit card company.

b. Purchasers must inspect their bank account records or credit card statements and contact their respective banks or credit card companies to enquire about the receipt of the Refund before sending Us a request for late or missing Refunds.

c. In event of no record indicating the receipt of the Refund, Purchasers must notify Us of the late or delayed Refund through electronic mail at **chairman@thecottonians.com** and **cc: oldcottoniansassociation@gmail.com** clearly describing the Purchased Items and Refund approval details notified to them.

**4. SALE ITEMS**

a. Items purchased through either a sale-offer or a discount, in any form, shall not be liable for a Refund. Only the purchase of applicable regular priced items will be applicable for a Refund, if the aforementioned conditions are fulfilled.

**5. EXCHANGES**

a. The Exchange of Purchase Items shall only be granted for purchases applicable for Exchange.

b. Exchanges shall not be entertained except when the Purchased Items are delivered in a defective or a damaged condition.

c. Requests for Exchange of Purchased Items shall only be sent to Us through electronic mail at **chairman@thecottonians.com** and **cc: oldcottoniansassociation@gmail.com**.

d. Purchased Items liable for an Exchange must only be shipped to Bishop Cotton Boys' School, St. Mark's Road, Bengaluru, India 560 001.

## 6. SHIPPING

a. The Return of Purchased Items shall not be shipped back to the manufacturer of the items or delivery intermediaries. Purchasers are liable to ship these products to the prescribed address in this policy.

b. Purchase Items liable for an Exchange or Returns must only be shipped to Bishop Cotton Boys School, St. Mark's Road, Bangalore, India 560001.

c. The Purchaser shall bear the responsibility to pay all the shipping and conveyance costs for Return and/or Exchange of the Purchased Items.

d. In instances where the Exchange of the Purchased Items is approved, the cost of shipping the replaced item shall be charged to the Purchaser or deducted from the approved Refund, if any.

e. No duration of shipping replaced items shall be prescribed by Us. Purchasers shall receive the replaced items, if any, depending on the location of their shipment address.

f. Purchasers requesting an Exchange of Purchased Items valued over USD 75 (Seventy-five US Dollars) are advised to ship their Purchased Items using a trackable shipping service or indemnify themselves through a shipping insurance.

g. Guarantees for the receipt of shipments shall not be made by Us and we are not responsible for the same.