

Cancellation & Refund Policy

7 Wonders E-Mart Private Limited provides a comprehensive return and refund policy to its valued retail customers as well as independent business associates for all its products and services. In the event if there is any dissatisfaction or any manufacturing or packaging defect, customers can return the product as per the following terms:

Cancellation Policy:

In case of any dissatisfaction, manufacturing or packaging defect, our valued retail customers can return/exchange the product to/from the distributor from whom they have purchased the same, within 8 days from the date of purchase. They have to provide a valid reason and return the said products along with the original customer order receipt copy. In case of retail customers request for money refund or replacement of products, it is the distributor's obligation to satisfy the customer's needs. Thereafter, the distributor can exchange the products from the Company within 45 days from the date of invoice and must submit the following at the time of exchange:

- ✓ Product Return Form
- ✓ Valid Reason for Return
- ✓ Copy of Invoice
- ✓ Copy of Customer Order Receipt
- ✓ Products to be returned
- ✓ Buy Back Policy

The Company provides a Buy Back Policy to the distributor who wishes to resign from his/her distributorship and return any 7 Wonders E-Mart Private Limited products that are in good condition, useable, resaleable, re-stock-able, unopened, and unaltered and the shelf life of the goods have not expired. The product invoice should be within 30 days from the date of purchase. Upon approval, the amount refunded will be equal to distributor cost of the product being returned, less total bonus paid out by the Company on the original purchase and less 20% service charge. The Buy Back policy is designed to impose upon the sponsor and the Company the obligation to ensure that the distributor is buying products wisely. Distributors are requested to buy products that they can reasonably sell within 45 days period.

Return Policy:

If the product delivery is short-supplied from your online order or if you receive different product/s that is not a part of your online order for which you have made full payment or if the product is delivered to you in a damaged condition, you may kindly inform 7 Wonders E-Mart Private Limited Support Team with reasonable evidence within 24 hours from the receipt of delivery.

You may call up any of the 7 Wonders E-Mart Private Limited Support Team mobile numbers as mentioned on the web site to report such an incident and if the contact fails, drop in an email about the exact nature of your complaint and our executives will get in touch with you and explain the procedure to exchange the products.

In the event of short supply of products, 7 Wonders E-Mart Private Limited support team shall take up the reported matter with our logistic department in an unbiased manner, and after a thorough investigation, it would arrive at the final decision about the authenticity of the claim in its own discretion. If the short supply is from 7 Wonders E-Mart Private Limited's end, those products will be dispatched within 8 working days. However, 7 Wonders E-Mart Private Limited does not take responsibility for loss of product / theft during the transit.

If the products are in either a damaged condition or wrong products are delivered, you must return the products to 7 Wonders E-Mart Private Limited corporate office / central warehouse / regional warehouse / super gallery / gallery / mini gallery, wherever applicable, as per the case may be. In such cases, the cost of returning the product will be borne by 7 Wonders E-Mart Private Limited. Replaced products will be dispatched to you within 8 working days. Kindly note, discrepancies that are not reported beyond 24 hours from the time of delivery will not be considered for exchange.

Refund Policy:

If you are a customer and you are not satisfied with the quality of the products for whatever reasons, including manufacturing or packaging defect, then the products can be returned within 45 days from the date of online invoice, subject to the products being in good condition, un-opened, not damaged / soiled, re-useable, resalable and unaltered and must have a shelf life of at least three months. We regret that we will not be liable for refund for any products returned that are received by us damaged or lost in transit. It is therefore advised that the returned product packaging should be proper and adequately packed so that there is no damage of goods in transit. Also, the return shipping expenses will be borne by the customer.

7 Wonders E Mart Private Limited offers an opportunity to exchange the same products or other products of choice if the customer so wishes. However, if declined, 7 Wonders E-Mart Private Limited shall refund the entire amount equal to the purchase price of the products being returned less actual shipping charges and 20% service charges, within 45 working days.

However, a 7 Wonders E-Mart Private Limited customer can also return the products beyond 30 days as per the exact procedure explained above along with the original online invoice subject to exceptional and genuine reasons that must be fully acceptable to 7 Wonders E-Mart Private Limited management which must be devoid of any trace of misuse, manipulation or non-willingness to make adequate efforts to personally use or retail them. In such circumstances, 7 Wonders E-Mart Private Limited offers an opportunity to exchange the same products or other products of choice if the customer so wishes.

However, if declined, 7 Wonders E-Mart Private Limited shall refund the amount equal to Purchase Price of the products being returned, less sales commission paid out against those purchase, actual shipping charges and 20% service charges within 45 working days. 7 Wonders E-Mart Private Limited reserves the right to deny any return at its own discretion beyond 45 days with an unbiased investigation.

7 Wonders E Mart Private Limited also reserves the right to ask for proof of identification at the time of delivery. Failure to provide the same either to the company or any of its logistics associates/representatives, may lead to cancellation of the order including legal proceedings. This includes customers who have made the transaction online. Kindly note, there may be certain products that we may not be able to provide a refund of, due to the nature of the products or services. In essence, we reserve the right, at our sole discretion, to refuse or cancel any order for any reason, including limitations on quantities available for purchase, inaccuracies or errors in product or pricing information, or problems identified by our credit and fraud avoidance department. We will contact you if all or any portion of your order is cancelled or if additional information is required to accept your order. If your order is cancelled after your online payment including credit card has been charged, the said amount will be refunded.