

## **Return & Refund Policy:**

We have a no question asked return policy. In the event if you decide not to participate in our MLM program. You can return the products within 30 days from the date of Invoice. Return Policy makes it possible for you to return a product if You receive a damaged or defective product or if the product is significantly different from what was purchased or when the package delivered is missing one or more products or accessories.

Conditions for return:

In order to return any product sold through the Website / App, You are required to comply with the below mentioned conditions, viz.:

- 1 Products should be returned unused, in their original packaging along with the original price tags, labels, packing, barcodes, user manual, warranty card and invoices, accessories, freebies and original boxes defined as essentials.
2. If a product is returned without the essentials, it will not be accepted for return and will be returned to you.
3. The return packages should be strongly and adequately packaged so that there is no damage of products during transit.
4. The returned products are subject to verification and quality checks by Mirana Industries Private Limited in order to determine the legitimacy of the complaint or return.

Mirana Industries Private Limited should be notified of the receipt of a damaged or defective product or if the product is significantly different from what was purchased or the package delivered is missing one or more products or accessories, within 48 hours of the receipt of the package.

If You are unable to inform Mirana Industries Private Limited of the receipt of a damaged or defective product or the product is not as per specifications of Your order or the package delivered is missing one or more products or accessories as per the returns policy and procedure, Mirana Industries Private Limited shall not be obliged to accept the returned product or be liable in this regard. In the event such product is sent, the product will be returned to customer. Mirana Industries Private Limited will not be responsible if the product is not accepted, and no refund will be issued.

Most of our products are Non-returnable products:

Returns of Non-returnable products are only accepted if they are damaged, defective, or not received as described:

1. In the event You receive a damaged or defective product or a product that does not comply with the specifications as per Your original product or the package delivered is missing one or more products or accessories and eligible for return as described by Return Policy, You are required to get in touch with the Customer Care Team on 99003 33322.
2. Upon receiving your return request, Mirana Industries Private Limited shall verify the authenticity and the nature of the request and if the request is genuine, Mirana Industries Private Limited will refund upon the receipt and quality check of the returned product. It will take a minimum of 4 - 6 business days to process your request for return of products.
3. Mirana Industries Private Limited may arrange for pick-up of the product through an assigned logistics service provider. You will receive an email or SMS or notification at your email address or mobile number provided to Mirana Industries Private Limited.
4. Upon receipt of the returned product and successful completion of the quality check, You will receive an email or SMS confirmation at the email address or mobile number provided to Mirana Industries Private Limited.

Refusal of return request:

Mirana Industries Private Limited reserves the right to refuse or cancel any return request if the request for returns is not allowed by the Returns Policy, You will not be refunded the payment made or any costs and will not be able to raise a second request for return for the same product. You agree not to dispute the decision made by Mirana Industries Private Limited and accept Mirana Industries Private Limited's decision regarding the refusal or cancellation and further agree not hold Mirana Industries Private Limited liable for any refusal or cancellation.

Frivolous complaints:

In the event of frivolous or baseless complaints or requests regarding the quality or content of the products, Mirana Industries Private Limited reserves the right to take

necessary legal actions against you and you will be solely liable for all costs incurred by Mirana Industries Private Limited in this regard.

#### Return Shipping Process:

In case of damage claims, Mirana Industries Private Limited may ask for pictures and unboxing video of the damaged product before it is approved or allowed for return.

For return shipping managed by Mirana Industries Private Limited, You will need to hand over the product to the assigned logistics service provider at the time of pick-up. In the event the logistics service provider makes attempts to pick-up the product and you are unavailable or not ready to handover the product, Mirana Industries Private Limited or logistics service provider will not be held responsible for the delay in pick-up or processing of the quality check by the seller and hence the refund. A maximum of 2 attempts will be made by the logistics service provider to pick-up the product to be returned.

#### Discrepancy between You and our logistics service provider:

In case of any discrepancy in the status of pick-up of a product arranged by Mirana Industries Private Limited, (where You claim the product has been returned, while our system suggests otherwise) refund will be initiated only if You successfully furnish the courier slip given by the Mirana Industries Private Limited assigned logistics service provider at the time of the pick-up.

#### Cancellation Policy

Mirana Industries Private Limited reserves the right, at its sole discretion, to refuse or cancel any order for any reason whatsoever. On such cancellation You will be sent a notification email or SMS at the email address or mobile number provided to Mirana Industries Private Limited.

#### Cancellation by You:

You may cancel an order for any reason, although cancellation by You must be done before the product has been shipped for delivery. No cancellation is permitted once the product is shipped.

You can cancel an order, or part of an order where multiple products have been ordered. This can be done either by calling or emailing Customer Care Team or from Your account on the Website / App through 'my orders' section. You should state the reason for such cancellation. Mirana Industries Private Limited will process the request for cancellation as per the policy in force.

If an order has been successfully cancelled, You will be sent a confirmation email or SMS at the email address or mobile number provided to Mirana Industries Private Limited.

Mirana Industries Private Limited reserves the right to accept or reject requests for order cancellations for any reason whatsoever. You agree not to hold Mirana Industries Private Limited liable for any rejection of order cancellations.

You will receive a refund for Your cancelled orders that have been accepted in accordance with the Refund Policy.

#### Refund Policy

#### Refunds

- Refunds are provided for cancellation/return of products, subject to the eligible cancellation/ return as per Return Policy or these terms and conditions, initiated in accordance with the Return or Cancellation Policy.
- You will be refunded the product cost along with taxes and shipping charges (as applicable), if any.
- If the order is cancelled, lost or un-delivered to your preferred location, we will refund the complete order amount including the Shipping fee, if paid online.
- If you return an order delivered to you, order Shipping will not be refunded. For accounts whose return behaviour violates our fair usage policy, Shipping fee will be non-refundable irrespective of order value
- Please note, Mirana Industries Private Limited initiates the refund upon successful return pick up, or after the returned item has reached to us and quality check is successful. Therefore, the refund initiation time may vary by time taken by the courier partner to deliver the return to Mirana Industries Private Limited.

#### Time period for refunds:

After Mirana Industries Private Limited initiates the refund in accordance with the Returns Policy, the refund amount is expected to reflect in the customer account within the following timeframes:

- Online Refund: 3 to 6 working days post refund initiation, depending on your bank partner.

For some public sector banks, it could take up to 8–10 working days for the amount to reflect in your source account.

Interest charged by the bank providing the EMI Scheme till the time the request for return or cancellation is raised will not be refunded.

Mirana Industries Private Limited is not responsible for any errors or delays in refund due to banks or third-party service provider errors or delays.

Mode of refund:

The mode of refund of payments cannot be changed at any stage as the refund amount is transferred to Your source account. Refunds are paid back to the source of payment.

If a refund for a payment method other than Cash on Delivery fails to be processed back to the source, we will issue a refund that must be redeemed by you in order to receive an instant refund.

You will need to update the bank account number and IFSC code to enable us to process a refund to Your account. Refunds cannot be processed to third-party accounts, i.e., the name on Your account should match with the name of the bank account holder provided for refund via NEFT. A refund initiation confirmation by email or SMS at the email address or mobile number provided to Mirana Industries Private Limited will be sent to You.