

# Return & Refund Policy

Thanks for shopping at printOmake. We appreciate the fact that you like to buy our products. We understand, however, that sometimes a product may not be what you expected it to be. In that unlikely event, we invite you to review the following terms related to returning a product. As with any shopping experience, there are terms and conditions that apply to transactions at printOmake Store. The main thing to remember is that by placing an order or making a purchase at printOmake, you agree to the terms set forth as below.

## **On what basis can I return the product?**

Product can be returned if one of the below conditions is satisfied:

- Product is **Damaged- during transit**
- product is **Defective - during manufacturing process**
- Product is **Not as described on the website**
- Order is **Delayed for over 10 days**

## **Important Points:-**

- Orders cannot be cancelled, once they are shipped.
- Return process will be initiated once we receive the goods.
- Return valid only for customers in India.
- Please ensure that the product is unused, not damaged and all the tags and bar codes, invoice slips are intact at the time of return

## **How do I return an item?**

**Step 1:-** Not Happy with your product? Download our [Returns Form](#) and email us the filled up form at [info@printomake.com](mailto:info@printomake.com) within **7 days** after you have received the product. Alternately, you can click on the 'Return' option on the website/ app, and follow the directions.

**Step 2:-** After you contact us, there are two options:-

a) Either you ship the product yourself

b) or we will arrange for a pick up from the same address to which the product was shipped.

Just pack the product in the carton/packet, in which it was shipped, attach the returns form and send it across.

***Please ensure that the product is unused, not damaged and all the tags and bar codes, invoice slips are intact at the time of return.***

**Step 3:-** Once the product reaches our warehouse, we will inspect the product and once our inspection team confirms that the product received is in acceptable condition, as dispatched from our warehouse, we will initiate the return.

## **Can I get a refund?**

We will either replace your product or give you a gift voucher for the same amount (whatever you opt for). We will also refund the shipping charges (if applicable) when you return the product. Refund of return shipping charges will be limited to Rs 100 or 10% of product cost, whichever is lower.

In case you do not want to opt for the gift voucher for the amount of refund or the exchange product, such amount shall then be refunded as you paid for the product. If the payment was made by Credit Card, Debit Card or Net Banking, we will refund the money to your Credit Card, Debit Card or Net Banking account respectively\*. **TBD**

## **Can I return a part of the order?**

Yes, a return can be created at item level and if you have ordered multiple items, you can initiate a return for a partial quantity.

## **What is “Not as described” condition for return?**

In case there is a mismatch between what is stated on the website and the order you received, you can return the order under ‘ Not as described’. This can include sizes, colors, designs and product description.

## **What are the exceptions to the Returns policy?**

- Products bought at printOmake store. Please refer to respective stores for their return policy.
- Return request is made outside the specified time frame.
- Anything missing from the package you've received including price tags, labels, original packing, freebies and accessories.
- Defective/damaged products due to customer handling
- Used products
- Products with tampered or missing serial numbers.
- Made-to-order products

## **Who do I contact for queries regarding refunds and returns?**

You can write to printOmake

201, Grandeur, Vasant Marvel Complex,,

Near Magathane Tel. Exchange,

Off W.E.Highway, Asha Nagar,

Borivali East,

Mumbai, Maharashtra 400066

Email : info@printomake.com