

RETURN & REFUND POLICY

Last updated date: March 7, 2023

1. GENERAL

a. This website with the URL of [primeservicesinfo.com](https://www.primeservicesinfo.com) ("Website/Site") is operated by Prime Services ("We/Our/Us").

b. We are committed to providing Our customers with the highest quality Products and Services.

However, on rare occasions, Products and Services may be found to be faulty or deficient. In such cases, We offer return and refund facilities in accordance with this Refund Policy ("Policy").

c. You are advised to read Our Terms and Conditions along with this Policy at the following webpage: <https://www.primeservicesinfo.com/terms-conditions>

d. By using this website, You agree to be bound by the terms contained in this Policy without modification. If you do not agree to the terms contained in this Policy, You are advised not to transact on this website.

e. We offer a 7 days refund Policy for the eligible Products and Services.

f. Please read this Policy before making a purchase or availing of any service on this Website, so that you understand Your rights as well as what You can expect from Us if You are not happy with your purchase.

2. DEFINITIONS

a. "Business Days" - means a day that is not a Saturday, Sunday, public holiday, or bank holiday in India or in the state where our office is located.

b. "Customer" - means a person who buys any goods or availing services for consideration but does not include a person who purchases such goods or avail services to resell them.

c. "Date of Transaction" - means the date of purchase of any product or service, which includes the date of any renewal processed in accordance with the terms and conditions of the applicable product or service agreement.

d. "Website" - means this website with the URL: [primeservicesinfo.com](https://www.primeservicesinfo.com).

3. REFUNDS RULES

a. Every effort is made so as to service the orders placed, as per the specifications and timelines mentioned with respect to a Products and Services. If due to any unforeseen circumstances or limitations from Our side, the order is not shipped or delivered then such order stands cancelled, and the amount paid by You is refunded.

b. You can cancel the order after the Date of Transaction and prior to the dispatch of the product. The order cannot be cancelled once the dispatch has been initiated.

- c.** We will not process a return if You have placed the order for the wrong product model, colour, or incorrect product or service.
- d.** Return or refund shall only be considered once the Customer concerned produces relevant documents and proof.
- e.** Return and refund shall be subject to testing and verifying the alleged fault by an authorized person on behalf of Us.
- f.** The product will be eligible for replacement only if the same product/model is available in stock. In case the same product/model is out of stock, a refund shall be provided.
- g.** Once qualified, the refunds are applied to the original payment option.
- h.** Please be informed that the products purchased using the Cash on Delivery option will be refunded to the Bank account with the details provided by you to Us.
- i.** Customers who wish to make a warranty claim must comply with the manufacturer's instructions and warranty procedure. If the details of the product manufacturer are not available, we will help you with such details to directly connect with the manufacturer to resolve your issues.
- j.** Please note that the Digital Products are non-returnable unless such Digital Product is materially non-compliant with its specifications or the physical media on which it is supplied is defective.

4. PRODUCTS DAMAGED DURING THE TRANSIT

- a.** Replacement can be made if the Customer establishes that the product was delivered in defective condition or has physical damage within 9 hours of receipt of the product.
- b.** We will organize to repair the damaged product or collect it and replace it with an equivalent product, or provide a refund, provided that You contact us within 9 hours of receipt of the product.
- c.** Any damaged product must be returned in the condition it was in when you received it, together with any packaging and other items which You received with the damaged product.

5. ORDER NOT CONFIRMED BUT AMOUNT DEDUCTED

- a.** If the amount has been deducted and the order is not confirmed, please do contact Your respective bank. It takes 7 (seven) Business Days to reverse back the amount by the respective bank.
- b.** If the issue has not been resolved within 7 (seven) Business Days, you can contact Our customer care support as follows: help.primeservices@gmail.com.

6. EXEMPTIONS

- a.** Notwithstanding the other provisions of this Policy, We may refuse to provide repair, replacement, or refund for a product or service you purchased if:
 - I.** the product purchased is sale items or promotional items (discounts, giveaways, etc.).
 - II.** if the product has been used or opened.

- III. the products are not in the same condition as when they were delivered.
- IV. misused the product in a way that caused the problem.
- V. You knew or were made aware of the problem(s) with the product or service before you purchased it.
- VI. Gifts or free services.
- VII. the product is broken, tampered or damaged.
- VIII. the product is returned after the return window is closed or the Refund Period expires.
- IX. Any other exceptions apply under the Consumer Protection Act, 2019.

b. Apart from the aforementioned goods and services, the following goods and services are not eligible for a refund:
Products which were physically damaged my customer.

7. RULES OF RETURNING THE PRODUCT

- a. The request for cancellation of the products can be made in the following manner: Click on My Account and select my orders and select the order(s) you placed that you wish to cancel. You can send an email to help.primeservices@gmail.com
- b. You are eligible to return the product only if You return the products in the same condition in which you received them.
- c. Pack the product properly and label the product with the order number, return address and Your address.
- d. The product shall be returned in its original packaging.
- e. We do not accept liability for packages damaged during the return transit. It is the customer's responsibility to pack the product properly to prevent any damage during transit.
- f. Upon receiving Your return request, We shall verify the request and if found genuine, We will arrange a pick-up of the product through an assigned logistics service provider.
- g. The order returned must accompany all accessories (including freebies) which were serviced along with the order or else the cost of the accessories shall be recovered from the refund amount.
- h. On receipt of the returned product, We will test it to identify the fault You have notified Us.
- i. A copy of the receipt or invoice shall be attached along with the returned product.

8. SHIPPING COST

- a. We provide all support to return the product. However, any cost incurred on the packaging or returning of the product shall be borne by the customer itself.
- b. If the customer is sending back the product, the risk of loss lies with the

customer. Proof of postage is not proof of delivery, and You are therefore strongly advised to send Your package by recorded delivery, registered post, or courier.

9. YOUR DATA

The privacy of your data supplied to us during the return and refund procedure is also governed by our privacy policy, which can be accessed under the following link:

<https://www.primeservicesinfo.com/terms-conditions>

10. RESPONSE TIME

- a. Refunds are normally processed within 9 Business Days after the completion of quality checks of the product returned.
- b. Refunds are normally processed within 9 Business Days after checking the veracity of the refund request.
- c. The period of refund may also depend on various banking and payment channels, and We will not be liable for any errors or delays in a refund due to banks or third-party service providers.

11. CANCELLATION OF RETURN REQUEST

A request for return or refund once made can be cancelled by contacting customer care at help.primeservices@gmail.com.

12. REFUSAL OF RETURN OR REFUND REQUEST

We reserve the right to refuse or cancel any return request if such a request is not in compliance with this Policy or applicable laws.

13.. CONTACT US

For any feedback, concern, or query, You may please reach out to Us on the contact details below. Customer Care: help.primeservices@gmail.com