

Terms and Conditions

Terms and Conditions

Introduction

These terms and conditions ("terms") form the basis of our contract with you. By ordering from us you agree to these terms, except where other terms have been expressly agreed in writing between all parties.

Where any other published information is inconsistent with the content of these terms, these terms shall have precedence.

These terms contain the required information regarding your statutory right to cancel (if applicable).

Definitions

In these terms any references to "we" or "us" are to Origin Techserve company registered

Ordering and Acceptance

When you place an order, you are making an offer to purchase goods from us. This offer is accepted by us at the point where items are dispatched for delivery. If more than one item has been ordered at the same time, the dispatch of one item does not indicate the acceptance of an offer to purchase another. We reserve the right to cancel orders prior to acceptance. In addition to this, we may cancel orders after dispatch in exceptional circumstances, for example your refusal to accept delivery or detected fraud.

Payment

You agree to pay the price stated at the time of ordering. Payment will occur in advance of the goods being dispatched. In the case where you receive goods which have not been paid for, you will pay us on demand.

In the event you are overcharged or undercharged, we and you agree to settle the outstanding balance as soon as possible after the error is discovered.

All payments and any refunds for your order will be processed in Indian Rupees only.

Pricing and Stocks Availability

We reserve the right to vary, at any time, any price advertised on this website, literature or elsewhere. Goods are supplied at the price prevailing as at the date of the offer made by you. All prices on our website are in INR and Exclusive of GST except where expressly stated otherwise.

While every effort is taken to ensure accurate stock indications, no guarantee is given as to the availability of any item at the time of ordering. If we supply a date for the availability of stock, or completion of a custom order, it is to be treated as an estimate and is subject to change.

Dispatch Delays

Where a payment made by you has not been cleared or where additional security checks are required, dispatch may be delayed by us.

If you apply for credit, items cannot be dispatched until your application is complete, any identity documents requested have been validated, deposit paid and agreement signed.

Published cut off times apply for placing orders for guaranteed delivery services. We may vary these from time to time. We do not dispatch or deliver on public holidays.

We may combine or split orders at our discretion, for example if you order a combination of in-stock and backorder items, we may send them separately, or wait until all items become available.

Standard Delivery

Standard services are not guaranteed. The time taken for delivery may vary.

Expedited Services

Where a specific delivery date is given, we will use a courier service to meet these agreements. In the event the courier fails to deliver as promised, any delivery charges paid by you will be refunded on request.

Where estimated delivery time slots are provided by us or our delivery services, these are not guaranteed and subject to change.

Large and Major Items

Delivery is to kerbside as standard. Drivers may, at their sole discretion, bring items into your premises, but only if there is sufficient access and it is safe for them to do so.

Other Terms

If a delivery fails because of incomplete or incorrect information provided by you, you agree to cover any additional re-delivery costs.

If any delivery or other service is delayed by any cause beyond the reasonable control of us or our appointed third party (e.g. severe weather, customs delays, vehicle breakdown), a reasonable extension of time shall be granted by you, this includes an extension to a guaranteed delivery date.

Damaged, Incomplete or Incorrect Items and Loss In Transit

You agree to inspect all items on receipt. In the event you receive an item which is damaged, missing parts or incorrect, you will either refuse the delivery, or if you accept it, inform us as soon as possible. We will not accept claims where you do not inform us within a reasonable time.

Where an item which is dispatched does not arrive within a reasonable time you must inform us within 30 days of the expected delivery date. We will not accept claims for lost items beyond this 30 day period.

Defective Items

You agree to report defects to us as soon as possible and provide any further information we request.

We agree pass on to you the benefit of any warranty or guarantee provided by the manufacturer of the goods. You agree to comply with all conditions contained in any such warranty or guarantee.

Warranty terms should be confirmed by you directly with the manufacturer and may be updated by them from time to time.

Covered Costs

At our option we will provide you with a pre-paid returns label, collect the goods, or cover your return shipping costs.

If we agree to cover the costs involved in you shipping a return to us, this following will apply:

- You agree to minimise all costs. We will only cover the cheapest available shipping option, including appropriate insurance
- We will not cover packaging costs, additional services such as tracking or express delivery or any other charges incurred by you which could have been avoided
- Goods remain at your risk until delivery to us
- If you send us an item that on inspection is found not to be defective, we will not cover any shipping costs

Collections of Items From You

If we arrange the collection of an item from you the following conditions will apply:

- We will arrange with you a suitable date and address to collect from
- You will pack the item and make it available for collection

- We will use an insured service to collect the item, which covers damage or loss in transit however you will be liable for the cost of repairing or replacing any item where it has not been adequately packaged
- We will attempt to collect the item from you on an agreed date. If you are not in, or the item is not ready for collection, you will cover the costs of any additional collection attempts

Insurance Claims

Both parties agree that should any claim be made against a third party (e.g. a courier after transit damage) that they will supply the other with any requested information necessary for the claim to proceed.

Alternative Items as Replacements

If a replacement item is required and we are unable to source one, we may offer suitable alternative items to you as a replacement. The value of any alternative item will not be less than the price paid for the original.

Rejection

If you exercise your right to reject, you will send back or hand over the goods to us.

Unwanted Items

Your rights to return unwanted goods are explained in this section.

Additional Terms

You agree that we may supply the required information regarding your right to cancel via email and that you will supply us with a valid email address for this purpose.

If you have purchased multiple items on the same contract, you must return all goods if any of the following apply:

- You have received a discount off the total price of your order e.g. a bundle discount.
- You have paid for your order via our finance partner.
- You are cancelling the contract using your statutory rights.

You must return any free items received as part of an offer if you cancel your order. If you fail to do so, we may deduct their value from any refund due.

Customs and Exporting Goods

If you attempt to export an order from us to a country outside of India, you may be subject to import duties and taxes. You take full responsibility for anticipating and paying such charges and

taxes. If items are opened, delayed or damaged by customs, it is your responsibility to seek recompense directly from the authority responsible.

We cannot offer advice on customs issues or tax related claims, such as recovering GST on exports. It is your responsibility to claim back any such taxes as permitted by law.

Accuracy of Information

The photographs, dimensions, specifications and descriptions provided are shown only as a guide. Given the nature of certain consumer products, continuous product development can often mean items are updated and specifications may change over time.

We bear no responsibility for any information published by a third party, for example search engines, price comparison sites, outgoing links from this website or any other source over which we have no control.

Limitation of Liability

We will not be responsible for any business loss (including loss of profits, revenue, contracts, anticipated savings, data, goodwill or wasted expenditure) nor will we be responsible for any other indirect or consequential loss that is not reasonably foreseeable to both you and us when you place your order.

We do not limit in any way our liability by law for death or personal injury caused from our negligence or breach of duty or caused by our gross negligence or wilful misconduct. Subject to the preceding sentence, our maximum liability to you will not exceed the value of your order.

Applicable Law and Jurisdiction

The contract is subject to the law of India.

Unless any alternative dispute resolution procedure is agreed upon between us and you, this contract is subject to the exclusive jurisdiction of the courts of India.

Privacy Notice and Cookie Policy

Privacy Notice and Cookie Policy

Introduction

This website is operated by Origin Techserve Private Limited company registered in Chennai, India with our registered office at 63,64-A, 6th Street, Porur Gardens Phase 1, Vanagaram, Chennai- 600 095. We are the “data controller” for information you supply to us via this website. Origin Techserve Private Limited is registered with the Indian Companies Act.

Comments, questions or complaints regarding this notice can be addressed to:

support@origindigistore.in

We are committed to safeguarding the information you provide to us via this website, or other means. This notice describes the ways in which we use this information.

Our website contains links to external third party sites. We do not control these websites and you are encouraged to review the privacy notices of these third parties.

Information Collected

Accounts and Orders

When you open an account with us, or place any order, we collect certain information via forms, including your name, address and contact information and products ordered or returned. We do not store complete payment card or bank account information, but our payment processor, finance partner and merchant bank do so where required.

Product Reviews

If you provide a review on our website, and choose not to remain anonymous, your name and location will be stored along with your review score and content.

Electronic Marketing

If you express an interest in receiving marketing material from us, we will collect your email address for this purpose. You can opt-out at any time from your account. Opting out only affects marketing emails, not order or service related contact. Emails queued before you opt-out may still arrive for up to 14 days.

If you contact us by phone, chat or email, we may store information regarding your enquiry.

We collect information on each individual's usage of this website, including pages visited.

Uses Of Information

We use your information for the following purposes:

- Provision of Goods and Services
 - To personalise your access to this website
 - To process and deliver your orders
 - To keep you updated
 - To ask for your feedback
- Management of Customers
 - To update our records
 - To process returns and refunds
 - To handle warranty and other claims
 - To respond to questions and complaints from you
 - To resolve defects in orders
- Marketing
 - To send you occasional marketing emails
 - To send you occasional postal information
- Staff Recruitment and Training
 - To select new employees
 - To train new and existing employees
 - To update our records
- Statistical
 - To help us anticipate customer demand and manage stock levels
- Legal Obligations
 - To maintain records for tax and auditing purposes
 - To comply with any law, regulation or court order
- Security
 - To prevent and detect fraud
 - To report crime
 - To secure your account and orders
 - To secure our website and premises
- Other
 - For any other purpose to which you have agreed

Disclosure

Information you provide to us will be disclosed to third parties for the following reasons:

- To process payments or credit applications
- To deliver goods or services to you
- For warranty or other service registration and processing
- Where required to answer any enquiry made by you
- For crime and fraud prevention, detection and reporting
- Where required by law or court order

- For any other purpose to which you have agreed

These third parties may be our employees, subcontractors, suppliers, agents or other service providers.

This website may reject orders where you provide incomplete information, or where our systems, our payment processors or finance partner suspect fraud.

Additional post-order fraud checks will also be applied where appropriate, which may result in your order being cancelled after completion.

Security

We will take all reasonable steps to secure your information against loss, unauthorised access or alteration.

The information we collect is not stored outside of India.

Data Storage:

We will store data provided by you for as long as is necessary to provide you with service, to comply with any regulation or tax requirement, or to defend any potential claim.

We will maintain a record of your account with us for six years since your last login, as well as any related orders. If you log into your account at least once every six years, your order history will be maintained indefinitely. Orders not linked to any account, or previously linked to a deleted account, are deleted after six years.

If you no longer wish us to retain your account information, you can request immediate deletion by writing us to support@origindigestore.in

Delivery Information

Delivery Information

Delivery Within India

Standard Services

Delivery will be done within 7 – 10 business days with in Chennai for items valued up-to Rs.10000/- & Rs.10001 & above valued materials minimum of 4-6 week time from the date of Payments. Other Regions / locations delivery will be intimated upon receipt of payments upon stocks availability.

Large and Bulky Items

Large or bulky items will usually ship with Bluedart, but delivery method may vary depending on your location and order.

Arranged Delivery Items

These products require additional care to ensure they get to you safely. We will contact you after ordering to make arrangements for delivery. These items are not available to remote postal codes.

Dispatch Times - Same Day Service

We aim to dispatch all orders placed before 4pm Monday to Friday on the same day and other orders on the following day. Dispatch times are guaranteed to customers who choose an expedited delivery service, subject to stock and published cut-off times. Orders placed on public holidays or weekends will be dispatched from the next available working day. During peak times non-expedited orders may take a little longer to process. Remote destinations may require additional time for delivery. Occasionally security checks by card issuers or our finance company may delay dispatch.

If a standard delivery option is chosen large or valuable items will be sent via a courier service and will require a signature on arrival. Smaller items sent via Blue Dart will usually arrive the day or two after dispatch, though this may vary. Please allow up to a maximum of seven days for delivery of any small item sent via Blue Dart.

Direct Deliveries

This usually applies to orders containing custom built, heavy or large items, which require a specialist delivery. Orders will be dispatched directly from our supplier. For such orders dispatch times may vary. Please contact us or check the product listing page for information on specific items.

Pre-orders and Back-orders

For items not currently in stock you may pre-order or back-order from us. We'll keep you informed throughout with estimated delivery times.

Mixed Orders

If you place an order that contains a mixture of pre/back-order, direct delivery and in stock items we will usually dispatch items as they become available, if you prefer to receive all your items at once, please let us know.

Return/ replacement Policy

Process of Return & Replacement

Customers are requested to raise a return request in OriginDigistore within 7-days from the date of product Delivered. You will receive a call from our Team within 2 working days to evaluate a return request for the issue you are facing.

For Damaged / Dead on Arrival complaints, we will assign the authorized service personal to inspect and certify the defective product. The service personal will issue one certificate for DOA. Based on the recommendations/ certification only the return/ replacement will be approved.

For Wrong product shipment complaints, you will be requested to provide the Images of All sides of the brand box & your order number to process the Return/ replacement.

Our Team will review the provided documents and pick-up will be arranged if the return reason meets our policy and is approved by our team.

Product purchased from OriginDigistore will be acceptable for replacement with the following

Reasons:

1. Dead on arrival (DOA)
2. Physical damage or transport Damage
3. Wrong product shipment

Returns /Replacements are not allowed for the following reasons:

1. Delivered Products are used or installed (except installation done by OriginDigistore authorized person)
2. Original packaging is open before installation. the Product becomes nonreturnable/replaceable
3. Custom and made to order goods. e.g. custom cables and furniture, custom projection screens, Special order items – goods we do not normally stock and order only at your request
4. From the Delivered address, the Products are shifted to the new location by the customers are not be eligible for return/replaceable in case of damaged, faulty etc
5. Delivered products are not returnable for subjective aspects like performance/ color shades are not as per the expectation.
6. For Defective product / Dead on arrival DOA OriginDigistore authorized person certificate if not provided.

SI No Products Description

1. AV SYSTEM
2. BROADCAST SYSTEMS
3. CABLES & CONNECTORS
4. CCTV AND SURVELLANCE

5. DIGITAL DUPLICATOR
6. IT PRODUCT
7. PROFESSIONAL DISPLAY
8. PROJECTOR
9. PRINTERS AND SCANNERS
10. PA SYSTEMS
11. WEB CAM & HEADSET
12. VIDEO WALL
13. DISPLAYS & SIGNANGES
14. DIGITAL CONFERENCE SYSTEMS
15. UC PRODUCTS
16. SPEAKERS

Material collection

1. We will collect the return product as per below mentioned timelines once the return is approved.

Material Collection Timelines- 4 working days depending on the location

2. During pick-up, your product will be checked for the following conditions:

Check Point

Conditions

Product Information's Invoices is clearly visible.

Brand Name/ serial number/ bar code should match with the

Product Status (Unused/damaged/Packaging) The product should be unused, undamaged and the Product's original packaging/ box is mandatory. We will not accept returns without packaging. All in-the-box accessories like remote control, starter kits, instruction manuals, freebies and combo offers (if any) should be returned.

3. If any of the above conditions is not met our executive will refuse to accept the return products Refund

We will take 48 hours to process the refund once the product has cleared the quality check.

The refund amount will be credited to your bank account within 3-4 working days. In the case of certain public sector banks, it can take up to 10-15 working days

For Cash on Delivery payments, the refund will be credited to the bank account provided by you.

For credit/debit card or via net banking, the refund will be credited back to the account you used to paid the original order

Service policy

Technical Support:

We provide technical support for existing customers. Please visit originservices, with your order number and support request with details.

Delivery Issues:

We use our best delivery services to deliver the products, however things do sometimes go wrong. If an order doesn't arrive or is damaged or incomplete, please contact us and we will assist you to resolve the issues in time.

Faulty Goods:

Within 7 Days of Purchase You can ask for a refund, repair or replacement.

Warranty Service:

We are authorized dealers for every product we offer and can provide you with full benefit of your manufacturer's warranty. Duration may vary based on the manufacturers. Please check your warranty details in our invoices or in Origin digistore website.

For few products manufacturers are provide on-Site servicing with their warranties - Please check your

warranty details in our invoices or in Origin digistore website.

Out of warranty Service:

We can offer a service directly, or refer you to a specialist service centre for your product, just ask. Please contact us first

Abuse and Fraud Policy:

We will not tolerate abuse, threats or harassment of any kind directed towards our staff, If any such complaints were logged, we will cease all communication with you and no longer offer you any service.

Similarly any attempted deception or fraud will result in the withdrawal of all service and will likely void any warranty. Where appropriate we will report such behavior to the police or other services.