

# 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. AVSYSTEM
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

### **Materialcollection**

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

**MaterialCollection Timelines** - 4 working days depending on the location

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

#### **CheckPoint**

Product Information's Invoices is clearly visible.

#### **Conditions**

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.