

NL SHOPPING CANCELLATION, RETURN AND REFUND POLICY

Namastelocals.com Pvt Limited, having its registered address at 14, Gaurav Enclave Row House, Mangal Nagar, Thane, Maharashtra-401107 Mira Road Mumbai Maharashtra ("NamasteLocals", "we", "us" or "our") is managing and operating the mobile application/website <https://namastelocals.com> (collectively referred to as the "NL Shopping Platform"). This cancellation, return and refund policy ("Policy"), together with the Terms of Use sets out the terms and conditions for cancellation, return and refund of products listed and sold on NL Shopping and its mobile and tablet applications ("NL Shopping"). The products listed and sold on NL Shopping shall be referred to herein as "Products".

1. APPLICABILITY OF POLICY

By using NL Shopping and/or initiating a request for purchase of Product(s) on the NL Shopping, 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 NL Shopping. Please note that, we may from time to time change the terms of the Policy that govern your terms of cancellation, return or refund of an order for Product bought on NL Shopping. Every time you wish to use NL Shopping, please check the Policy to ensure you understand the terms and conditions that apply at that time.

2. TERMS OF CANCELLATION

- (a) You can cancel the order prior to the dispatch of Product by NamasteLocals or the seller. The order cannot be cancelled once the dispatch has been initiated.
- (b) The request for cancellation of the order can be made by cancelling the order from ? My Orders? section by using the order tracking number, or by calling our customer care number, or any other method, as may be intimated by NamasteLocals to you from time to time.
- (c) On the receipt of order cancellation request, your order will be cancelled with immediate effect, and the refund process will be initiated within 24 hours of confirmation of cancellation.

3. TERMS OF RETURN AND REFUND

- (a) You may initiate return of Products within the timelines and as per the terms stipulated under Annexure A (refer to the table provided at the end of this Policy) of this Policy. We would accept the request for return of such Product subject to the terms of this Policy. NamasteLocals will not process return if you have placed the order for a wrong product model, colour or incorrect Product.
- (b) If you have received any Product which is eligible for return in terms of this Policy, we suggest you to immediately register a request in this regard on the NL Shopping. We will in our sole discretion verify if: (a) the defects and damages in the Products or the non-compliances claimed in such Products are acceptable by us, or (b) such defects, damages or non-compliances are due to our default, and will accordingly post verification, accept or reject the request for return. For such verification, we may request you to send us images of the damaged or defective product received and/or allow our personnel to schedule a visit to assess the damage or defect in the Product. Further, to the assessment of the damage or the concern reported in the return request, NamasteLocals may in its sole discretion resolve the issue subject to the assessment report, in a manner as it may deem fit.

- (c) Please be informed that when you opt to cancel or return the Products, upon our verification of the Products and the documents relating thereto, the refund amount for such Products which are eligible for return as per the terms of this Policy, will be processed within a period of 1 business day from the date of us verifying the defect or the non-compliance in the Product. Your refund will be processed only when the conditions as may be stipulated by NamasteLocals are fulfilled. The refund amount will be credited to the original payment mode opted by you or in your wallet associated with the NL Shopping ("Wallet") eligible for Wallet refund, as may be chosen by you. You acknowledge that after initiation of refund, it may take additional time for your refund to reflect in your account which is subject to your financial institution or payment solution provider terms and conditions.
- (d) Please be informed that for Products, for which you had opted for? Cash on Delivery?, as a payment option, you will receive refunds in your bank account (as per the bank account details provided by you to us) in case the Product is purchased from a third-party seller made available. However, if the Sale was consummated by NamasteLocals, you will receive your refund in your Wallet. We do not make any cash refunds.
- (e) The amount claimed as refund will be refunded to you within 15 working days depending upon the mode of payment chosen by you. Sometimes banks or financial intermediaries take a longer time to process the refund request. However, if the refund does not happen by the date advised, you may contact us, and we will gladly help you.

4.CUSTOMER SUPPORT TEAM

For any feedback, concern or query, you may please reach out to us on the below contact details:

Write to us on : contact@namastelocals.com

Call us at **18002092626**

ANNEXURE A - RETURN TIMELINE AND CONDITIONS

| Category | Return Policy |
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| <p>Home & Kitchen (Pooja Needs, Electrical, Mops, Brushes & Scrubs, Furnishing, Stationery, Auto Care, Toys, Games & Fitness, Kitchenware Dining, Bags & Travel Luggage)</p> | <p>7 days Returnable</p> <p>You may return the Product if it is damaged, defective or is not in working condition, or if parts of the Product or accessory is missing, or if the Product delivered is different from what was ordered basis the Product description provided on NL Shopping.</p> <p>In addition to the aforementioned conditions, we will accept the return if you</p> |

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| | <p>keep the Products in its original condition, along with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.</p> |
| <p>Fruit & Vegetables <i>(Fresh Fruits, Fresh Vegetables, Herbs & Seasonings, Exotic Fruits & Vegetables)</i></p> | <p>Non-Returnable</p> <p>Products under this category are non-returnable due to the consumable nature of the Products. However, in the unlikely event of you having concerns with the wrong product delivered, quality, freshness or physical condition of the Product delivered, you may return the Product on door-step delivery for the aforesaid reasons.</p> <p>Raising a request for refund beyond 24 hours of order delivery will result in your refund request being rejected.</p> |
| <p>Dairy & Bakery <i>(Dairy, Toast & Khari, Breads and Buns, Bakery Snacks, Batter & Chutney, Cheese, Ghee Paneer & Tofu)</i></p> | <p>Non-Returnable</p> <p>Products under this category are non-returnable due to consumable nature of the Products. However, in an unlikely event of you having concerns with the quality, freshness or physical condition of the Product delivered, you may return the Product on door-step delivery for the aforesaid reasons.</p> <p>Raising a request for a refund beyond 24 hours of order delivery will result in your refund request being rejected.</p> |
| <p>Staples <i>(Atta, Flours & Sooji, Dals & Pulses, Rice & Rice Products, Edible Oils, Masalas & Spices, Salt, Sugar &</i></p> | <p>Non-Returnable</p> <p>Products under this category are non-returnable due to consumable nature of the Products. However, in an unlikely event of you having concerns with the quality,</p> |

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| <p><i>Jaggery, Soya Products, Wheat & Other Grains, Dry Fruits & Nuts)</i></p> | <p>freshness or physical condition of the Product delivered, you may return the Product on door-step delivery for the aforesaid reasons.</p> <p>Raising a request for refund beyond 24 hours of order delivery will result in your refund request being rejected.</p> |
| <p>Disposable <i>(Plates & Glasses, Kitchen & Toilet Rolls, Paper Tissues & Napkins)</i></p> | <p>Non-Returnable</p> <p>Products under this category are non-returnable due to consumable nature of the Products. However, in an unlikely event of you having concerns with the quality, freshness or physical condition of the Product delivered, you may return the Product on door-step delivery for the aforesaid reasons.</p> <p>Raising a request for refund beyond 24 hours of order delivery will result in your refund request being rejected.</p> |
| <p>Snacks & Branded <i>(Foods, Biscuits & Cookies, Noodle, Pasta, Vermicelli, Breakfast Cereals, Snacks & Namkeen, Chocolates & Candies, Ready To Cook & Eat, Frozen Veggies & Snacks, Spreads, Sauces, Ketchup, Indian Sweets Pickles & Chutney, Extracts & Flavouring)</i></p> | <p>Non- Returnable</p> <p>Products under this category are non-returnable due to consumable nature of the Products. However, in an unlikely event of you having concerns with the quality, freshness or physical condition of the Product delivered, you may return the Product on door-step delivery for the aforesaid reasons.</p> <p>Raising a request for refund beyond 24 hours of order delivery will result in your refund request being rejected.</p> |
| <p>Beverages <i>(Tea, Coffee, Fruit juices, Energy & Soft Drinks, Health Drink & Supplement, Soda & Flavoured Water)</i></p> | <p>Non-Returnable</p> <p>Products under this category are non-returnable due to consumable nature of the Products. However, in an unlikely event of</p> |

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| | <p>you having concerns with the quality, freshness or physical condition of the Product delivered, you may return the Product on door-step delivery for the aforesaid reasons.</p> <p>Raising a request for refund beyond 24 hours of order delivery will result in your refund request being rejected.</p> |
| <p>Personal Care</p> <p><i>(Hair Care, Oral Care, Skin Care, Bath & Hand Wash, Body Wash & Bathing Accessories, Feminine Hygiene, Men's Grooming, Deo & Fragrances, Health & Wellness, Makeup)</i></p> | <p>Non-Returnable</p> <p>Products under this category are non-returnable due to hygiene/ personal care/wellness, and consumable nature of the Product. However, in an unlikely event of you having concerns with the quality, freshness or physical condition of the Product delivered, you may return the Product on door-step delivery for the aforesaid reasons.</p> <p>Raising a request for refund beyond 24 hours of order delivery will result in your refund request being rejected.</p> |
| <p>Home Care</p> <p><i>(Detergents, Dishwash, All Purpose Cleaners, Fresheners & Repellents)</i></p> | <p>Non-Returnable</p> <p>Products under this category are non-returnable due to hygiene/ personal care/wellness, and consumable nature of the Product. However, in an unlikely event of you having concerns with the quality, freshness or physical condition of the Product delivered, you may return the Product on door-step delivery for the aforesaid reasons.</p> <p>Raising a request for refund beyond 24 hours of order delivery will result in your refund request being rejected.</p> |
| <p>Mom & Baby Care</p> | <p>Non- Returnable</p> |

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| <p><i>(Baby Grooming, Baby Bath & Hygiene, Baby Food & Formula, Diapers & Wipes, Feeding, Baby Health & Wellness)</i></p> | <p>Products under this category are non-returnable due to hygiene/ personal care/wellness, and consumable nature of the Product. However, in an unlikely event of you having concerns with the quality, freshness or physical condition of the Product delivered, you may return the Product on door-step delivery for the aforesaid reasons.</p> <p>Raising a request for refund beyond 24 hours of order delivery will result in your refund request being rejected.</p> |
| <p>Mom & Baby Care</p> <p><i>(Baby Gear, Baby Bedding Sets & Pillows, Baby Furnishing, Baby Furniture, Child Proof & Safety, Baby Toys, Mom & Maternity)</i></p> | <p>7 days Returnable</p> <p>You may return the Product if it is damaged, defective or is not in working condition, or if parts of the Product or accessory is missing, or if the Product delivered is different from what was ordered basis the Product description provided on NL Shopping.</p> <p>In addition to the aforementioned conditions, we will accept the return if you keep the Products in its original condition, along with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.</p> |
| <p>Men, Women, Boys, Girls, Junior Boys, Junior Girls, Infants</p> <p><i>(Clothing Accessories, Western Wear, Z Bags, Belts & Wallets, Ethnic Wear, Footwear, Fusion Wear, Night & Lounge Wear, Maternity)</i></p> | <p>30 days Returnable</p> <p>You may return, the Product you have received with a new Product (of the same category and within the same value) due to size issue, fit issue, colour issue, manufacturing defects, shrinkage in fabric, colour bleeding, and bubbling.</p> <p>You can return the Product provided that the Product is unused/ unwashed, price tag /bar code is intact and not altered, the Product is not altered (unless proven</p> |

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| | <p>vendor defect). Further, there should not be any strong odour /foul smell/perfume/stain on the Product.</p> <p>In addition to the aforementioned, we will accept the return if you keep the Products in its original condition, along with brand outer box, and MRP tags attached.</p> |
| <p>Lingerie, innerwear, and swimwear; Cosmetics; Socks and stockings;</p> | <p>Non- Returnable</p> <p>Products under this category are non-returnable due to hygiene/ personal care/wellness nature of the Product. However, in an unlikely event of you having concerns with the quality or physical condition of the Product delivered, you may return the Product on door-step delivery for the aforesaid reasons.</p> <p>Raising a request for refund beyond 24 hours of order delivery will result in your refund request being rejected.</p> |
| <p>Footwear <i>(Men, Women and Kids)</i></p> | <p>30 days Returnable</p> <p>You may return the Product due to size issue, fit issue, colour issue, manufacturing defects or if the Product delivered is different from what was ordered basis the Product description provided on NL Shopping.</p> <p>You can return if the Product is unused/ unwashed, and price tag / bar code is intact. Further, there should not be any strong odour /foul smell/perfume/stain on the Product.</p> <p>In addition to the aforementioned, we will accept the return if you keep the Products in its original condition, along with brand outer box, MRP tags attached, user manual, warranty cards, warranty</p> |

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| | <p>certificate and original accessories in manufacturer packaging for a successful return pick-up.</p> |
| <p>Watches</p> | <p>7 Days Returnable</p> <p>This product is eligible for return within 7 days of delivery. You may request return of the Product if it is damaged, defective or if parts of the Product or accessory is missing, or if the Product delivered is different from what was ordered basis the Product description provided on NL Shopping.</p> <p>Please keep the Product in its original condition, with brand outer box, MRP tags attached, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up. All the protective coverage of the watch must also be intact.</p> <p>We may contact you to ascertain the damage or defect in the Product prior to issuing refund.</p> |
| <p>Watch Straps & Bands</p> | <p>7 Days Returnable</p> <p>This Product is eligible for return within 7 days of delivery. You may request return of the Product if it is damaged, defective or if parts of the Product or accessory is missing, or if the Product delivered is different from what was ordered basis the Product description provided on NL Shopping.</p> <p>Please keep the item in its original condition, with brand outer box, MRP tags attached, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.</p> |

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| <p>Frames, Cases (Eyewear)</p> | <p>30 Days Returnable</p> <p>This Product is eligible for return within 30 days of delivery. You may request return of the Product if it is damaged, defective or if parts of the product or accessory is missing, or if the Product delivered is different from what was ordered basis the Product description provided on NL Shopping.</p> <p>In addition to the aforementioned conditions, we will accept the return if you keep the Products in its original condition, along with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.</p> <p>We may contact you to ascertain the damage or defect in the Product prior to issuing refund.</p> |
| <p>Sunglass</p> | <p>7 Days Returnable</p> <p>This Product is eligible for return within 7 days of delivery. You may request return of the product if it is damaged, defective or if parts of the product or accessory is missing, or if the Product delivered is different from what was ordered basis the Product description provided on NL Shopping.</p> <p>In addition to the aforementioned conditions, we will accept the return if you keep the Product in its original condition, along with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.</p> <p>We may contact you to ascertain the damage or defect in the Product prior to issuing refund.</p> |

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| <p>Gold Coin, Silver Coin</p> | <p>Non-returnable</p> <p>Products under this category are non-returnable due to the nature of the Product. However, in an unlikely event of you having concerns with the quality or physical condition of the Product or the package delivered, you may contact the customer care for a resolution.</p> <p>In case the Product is accepted where the package is tampered or the box is damaged, it will automatically disqualify you from any return claims for physically damaged/defective products, or incorrect Product.</p> <p>Any concern regarding the quality or the package must be communicated to the NL Shopping customer care within 24 hours of delivery.</p> |
| <p>Fashion Jewellery</p> | <p>7 days Returnable</p> <p>The Products under this category are returnable within 7 days from the date of delivery.</p> <p>We will accept the return if you keep the Products in its original condition, along with brand outer box, MRP tags attached, user manual, warranty cards, warranty certificate and original accessories in manufacturer packaging for a successful return pick-up.</p> |
| <p>Electronics</p> <p><i>(Mobiles & Tablets, Home Appliances, Computers, Printers and IT, Kitchen Appliances, SShoppingwatches, Fitness Bands and SShopping Wearables, Audio, Personal Care appliances and Accessories)</i></p> | <p>7 Days Returnable (T&C Apply)</p> <p>The Products under this category are returnable within 7 days from date of delivery only if they are damaged, defective, have a missing part or are different from what was ordered basis the product description from what was ordered on NL Shopping</p> |

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| | <p>For products such as mobiles, tablets, sShoppingwatches or laptops, etc. (any item which you can install without the assistance of a technician) you are required to contact NL Shopping customer care to intimate of any physical damage or defect etc, within 72 hours of delivery. For products being reported for physical damage or defect or has a missing accessory or is different from what was ordered basis the description on NL Shopping website returns will only be accepted if the product has not been activated.</p> <p>In case of any issue arising after 7 days of delivery users may contact the manufacturer directly under the product warranty provided by the manufacturer (as applicable).</p> <p>Please keep the Product in its original condition, with brand outer box, MRP tags attached, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up. In case the Product is accepted where the package is tampered or the box is damaged, it will automatically disqualify you from any return claims for physically damaged/defective products, incorrect product, or missing accessories.</p> <p>You should make sure that you erase any/all personal information from an electronic device that stores any personal information, prior to returning to us. NamasteLocals shall not be liable for any misuse or loss or theft of such information.</p> |
| <p>Electronics <i>(Televisions, Large Appliances like Air Coolers, Air Conditioner, Refrigerator,</i></p> | <p>7 Days Returnable (T&C Apply)</p> <p>For products such as air conditioners, televisions, water purifiers, refrigerators, convection microwave or washing</p> |

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| <p><i>Washing Machine, Dishwasher, Microwave)</i></p> | <p>machine, etc (any item which requires installation/ demonstration by an authorised technician), please contact the NL Shopping customer care to register damage or defect within 7 days of delivery*.</p> <p>You shall have the option to contact the Brand or the seller directly or NL Shopping shall arrange for a visit of a technician from ResQ/the Brand/ Seller to assess the damage or defect and accordingly initiate the return.</p> <p>*Products will not be eligible for returns if they are installed by a third-party technician not assigned by NL Shopping.</p> <p>Please keep the Product in its original condition, with brand outer box, MRP tags attached, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up. In case the Product is accepted where the package is tampered or the box is damaged, it will automatically disqualify you from any return claims for physically damaged/defective products, incorrect product, or missing accessories.</p> |
| <p>Electronics - Personal Care & Grooming - Oral care</p> <p><i>(Power Toothbrushes, Water Flossers and Accessories) Grooming (shavers, trimmer, epilator); Audio (in ear-earphones/ ear-bud)</i></p> | <p>Non-Returnable</p> <p>Products under this category are non-returnable due to hygiene/ personal care/wellness, and consumable nature of the Product.</p> <p>In the rare event you receive a damaged, defective or different product you may return the Product on door-step delivery for the aforesaid reasons.</p> <p>In case you receive a Product which is damaged or defective or is different from what was ordered basis the Product description provided on NL Shopping, you may contact NL Shopping customer care</p> |

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| | <p>for initiating return/refund process within 72 hours of the delivery of the Product. We may ascertain the damage or defect in the product prior to processing the refund.</p> <p>Please keep the Product in its original condition, with brand outer box, MRP tags attached, warranty cards, and original accessories in manufacturer packaging to enable us to ascertain the damage and process the refund. In case the Product is accepted where the package is tampered or the box is damaged, it will automatically disqualify you from any return claims for physically damaged/defective products, incorrect product, or missing accessories.</p> |
| <p>All Pet Food (including Dog, Cat, Bird, Fish, Turtle etc.) and Grooming Aids and Accessories, Cat Litter & Accessories, Health & Hygiene, Harness and Collars</p> | <p>Non-Returnable</p> <p>Products under this category are non-returnable due to hygiene/ personal care/wellness, and consumable nature of the Product. However, in an unlikely event of you having concerns with the quality, freshness or physical condition of the Product delivered, you may return the Product on door-step delivery for the aforesaid reasons.</p> <p>We may contact you to ascertain the quality, freshness or physical condition of the product prior to issuing refund.</p> <p>In case you receive a product that is different from what was ordered basis the Product description provided on NL Shopping, you may contact NL Shopping customer care for initiating return/refund process within 48 hours of the delivery of the Product.</p> |
| <p>Pet Toys, Aquarium & Accessories, Bird Accessories & Cages, and Other Pets Accessories, Training & behaviour</p> | <p>7 days Returnable</p> <p>You may return the Product if it is damaged, defective or is not in working</p> |

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| <p>Aids, Leashes, Habitats and Supplies, and Apparel</p> | <p>condition, or if parts of the Product or accessory is missing, or if the Product delivered is different from what was ordered basis the Product description provided on NL Shopping.</p> <p>In addition to the aforementioned conditions, we will accept the return if you keep the Products in its original condition, along with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.</p> |
| <p>Furniture <i>(Bedroom, Living, Dining, Outdoor, Indoor)</i></p> | <p>Non-Returnable</p> <p>The Products under this category are non-returnable</p> <p>However, in the rare event if the Product is damaged or defective or has missing part or different from what was ordered basis the Product description provided on NL Shopping, you are required to contact NL Shopping customer care to intimate any damage or defect or missing part or difference in the Product basis the description provided on NL Shopping, within 72 hours of delivery.</p> <p>In any case, the return shall be initiated only when the Product is not used, and is cleaned, not altered or tampered by you. The Product should not have any foul odour, perfume, stains, dents, scratches, tears or damages unless otherwise delivered in such a condition.</p> <p>In addition to the abovementioned conditions, we will accept the return if you keep the Product in its original condition, along with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.</p> |

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| | <p>Any damage caused to the Product post-delivery due to wrong handling or poor assembly by you, such damage would render the Product ineligible for return/refund.</p> <p>In case of any issue arising after 7 days of delivery users may contact the manufacturer directly under the product warranty provided by the manufacturer (as applicable).</p> |
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