

RETURN AND EXCHANGE POLICY

We, at Trateng Greens Private Limited (“**Company**” or “**we**” or “**our**”), set forth this standard return and exchange policy (“**Policy**”) applicable to all our customers (“**Customer/s**” or “**you**” or “**your/s**”) who wish to purchase any products listed (“**Product/s**”) on our website (“**Website**”). This Policy must be read in consonance with the Company’s Shipping Policy, Terms of Use, and Privacy Policy. This Policy is subject to change without prior notice. The Customers are hence recommended to read this Policy from time to time to be abreast with any such changes. This Policy governs the return and exchange procedures of the Company. We believe in following a transparent return and exchange mechanism and this Policy sets forth the process followed by the Company. This Policy shall be applicable for the products purchased through the Company’s website (<https://agapisikkim.com/>) (“**Website**”).

1. Replacement Policy

- 1.1. All Products available on the Website are replaceable, unless specified otherwise in the description of the Product on the Website provided such Product is not listed under the sale section on the Website.
- 1.2. The Products shall be replaced only if they meet one of the below-mentioned criteria:
 - 1.2.1. if the Products received are in a damaged/defective state;
 - 1.2.2. if the Products received by the customer are expired on the date of delivery of the Products; and
 - 1.2.3. any other criteria that may be decided by the Company from time to time.
- 1.3. A replacement shall not be accepted if any of the following criteria are met:
 - 1.3.1. if the Customer has used and/or damaged the ordered Product/s;
 - 1.3.2. if the Customer has altered the Product in any shape or form;
 - 1.3.3. if the request for return has been generated after the permissible time period as mentioned in Clause 1.5 of this Policy;
 - 1.3.4. if the photo(s)/video(s) shared by the Customer as a verification proof have been tampered with or inconsistent with the Product/s ordered; and
 - 1.3.5. any other criteria that may be decided by the Company from time to time.
- 1.4. To process the replacement of a Product, a Customer must communicate such request on any of the modes as prescribed below: -
 - 1.4.1. Email – sales@agapisikkim.com
- 1.5. Any Customer can initiate a replacement request by contacting the Company on the above-mentioned Email ID within 6 (six) days of the delivery of the Product/s or such time period as may be mentioned in the Product description on the Website.

- 1.6. In the event of damaged Products, the Customer is required to send the photo(s)/video(s) of the Product/s to be returned along with the Product's receipt generated at the time of order.
- 1.7. Upon initiating a request to process a replacement, the Customer will be contacted by the Company's executive for further verification. Once the Company's executive is satisfied with the verification and/or clarification of the customer, they shall confirm such request for replacement by the Customer.
- 1.8. In order to replace the Product, the Customer shall need to ship the product at its own expense to the registered warehouse of the Company at the address mentioned in Clause 3.1 of this Policy.
- 1.9. The Customer must return the Product/s in the original packaging along with any gift/samples/freebies that the Customer must have received with the original Product.
- 1.10. On receipt of the Product at the registered warehouse of the Company, the Company's executive shall initiate a process for a replacement.
- 1.11. In the event, the Company deems that the Product does not meet the criteria as set out in Clause 1.2, the Company shall ship the Product/s back to the Customer at the Customer's own expense.
- 1.12. In the event, the Customer has requested for a replacement, the Company shall initiate the replacement on receipt of the Product to the registered warehouse of the Company. The cost of shipping the replaced Product will be borne by the Company in the event the cost of return of the Product was borne by the Customer.
- 1.13. In case the Customer wishes to return part of an order the same steps must be followed as provided in Clause 1.
- 1.14. Bulk orders cannot be replaced or returned. However, in case the Product received is damaged, then in such cases the customer can reach out to us as per Clause 1. Further, please note that determining whether a bulk order or part of a bulk order qualifies for return or replacement shall solely be at the discretion of the Company.

2. Refund Policy

- 2.1. No monetary refunds (cash or bank transfer) or store credits shall be provided by the Company except for otherwise provided in Clause 2.2.
- 2.2. The Company shall initiate a monetary refund of returned Product/s only in select cases at the discretion of the Company. These circumstances include the following:
 - 2.2.1. Overcharging: If you have been charged an incorrect amount for your purchase, a monetary refund will be initiated. The refunded amount will be credited back to the original source of payment.
 - 2.2.2. Change in Price: In cases where the price of a product changes after you've placed an order but before it has been dispatched, a refund will be processed for the difference in price. This refund will also be credited back to the original source of payment.
 - 2.2.3. Discrepancy: If you receive a product that is significantly different from what you ordered, or is damaged, you may be eligible for either a refund or a replacement, depending on your

preference. The monetary refund, if applicable, will be credited to the original source of payment, while a replacement product will be shipped to you.

- 2.3. In the event of monetary refund, the money shall be refunded in the original source of payment whereas in the event of cash on delivery, the refund shall be processed in the bank account or UPI account as requested by the Customer.
- 2.4. Cancellation of orders is strictly prohibited under all circumstances, without any exceptions. Once an order has been placed and confirmed, it cannot be canceled, whether it has been dispatched or not. We apologize for any inconvenience this may cause, but our commitment to efficient order processing and timely delivery makes it impossible to accommodate cancellations. We encourage customers to review their orders carefully before finalizing them to ensure accuracy.
- 2.5. Any Product purchased in pursuance of an ongoing offer or purchased via any gift card shall not be refunded; however, the Product will be replaced in accordance with the Policy.

3. Company Details

- 3.1. For return of any product, please courier the Product on the following address:

Trateng Greens Private Limited,
Ground Floor, Comfort Inn Building, Gairi Gaon, Tadong, East Sikkim 737102

Email ID: info@agapisikkim.com

- 3.2. This Policy is subject to change without prior notice. The Company shall have the final discretion for accepting the return and refund requests. The customer is hence recommended to read this Policy from time to time, on the Platform, to be abreast with any such changes.