



The CyberDiplomat Refund Policy

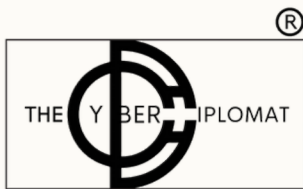
CYBERDIPLOMAT LLC, A limited liability company, organized under the law of the state of Wyoming, having its principal place of business at the following address : 1309, Coffeen Avenue, STE 1200, Sheridan, Wyoming, USA. CYBERDIPLOMAT UK LTD, A limited liability company, organized under the law of the England, having its principal place of business at the following address : Unit 3, Knights Close, Thurmaston, Leicester, England, LE4 8EW. CYBERDIPLOMAT TECH PRIVATE LIMITED, A Private Limited company, organized under the law of the India, having its principal place of business at the following address : HD-067, Cinnabar Hills, Embassy Golf Links Business Park, Challaghatta, Bengaluru - 560071, Karnataka, India collectively called/considered as "The CyberDiplomat", "we", "us" or "our" is managing and operating the websites www.thecyberdiplomat.com ("The CyberDiplomat") through which it inter alia, offers various retail solutions, facilitates the online sale and purchase of a diverse range of products & services including IT, ITES, Security Solutions, Audit, Training & Simulation etc. and other products listed on the Platforms from time to time ("Products") to the users of the Platforms ("User" or "Users" or "you" or "your").

We aim to provide the best customer experience to our Users beginning from placing an order to initiating a return on the Platforms. While transacting on the Platforms, you can expect a hassle-free experience in returning, cancelling the Products that you have ordered/booked and can rely on us as your preferred shopping destination.

The CyberDiplomat Terms and Conditions published on the Platforms shall be read by reference here. This cancellation, return, and refund policy ("Policy"), together with The CyberDiplomat Terms and Conditions sets out The CyberDiplomat's procedures and policies in accepting: (a) cancellation, (b) Product return once the Product is delivered to the User, and (c) refund thereof. Any cancellation or refund of Products by you are subject to the terms and conditions set out under this Policy.

1. Applicability of Policy :

- By agreeing to use the Platforms and/or initiating a request for purchase of Product/Service(s) on any of the Platforms, 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 the Platforms and forthwith leave and stop using the Platforms.
- The CyberDiplomat reserves the right to alter and enforce this Policy at any time without having to serve a prior notice on the User. Please note that we may, from time to time, change the terms of the Policy that governs your return, refund or cancellation of an order for Products on the Platforms. Such policy changes shall majorly have prospective effect and not retrospective effect, unless otherwise specified herein. In case the Policy changed for a Product for the Users who have already purchased the Product/Service under the old Policy, then the old Policy shall continue to be applied to the User for that Products. Any order of Product placed by the User after the policy change then the revised Policy will be applicable to such order of Products. Hence, it is recommended that every time you wish to use the Platforms for purchase of Products, please check the Policy to ensure that you understand the terms and conditions that apply at that time when you are placing any order for Product(s) offered for sell or sold on the Platforms.
- The CyberDiplomat will, at its sole discretion, notify the Users of any change in the Policy by posting a notice on the homepage of the Platforms.



2. Terms for Cancellation, Return & Refund of Orders :

• **Cancellation of Product/Service(s)**

- You can cancel orders for Products/Services partially or fully prior to the orders of Products being packed and invoice generated in relation thereof.
- Upon successfully placing an order for Products on the Platforms and after The CyberDiplomat has successfully handed over the Product(s) to its Logistic Partner, in case you change your mind in relation to a particular order of the Products (including instances of tampered/torn/opened Product packages at the time of delivery of Product), you may reject the shipment of such order of Products when our Logistic Partner attempts the delivery the order of Products at your address. For any help that you may need you can always reach out to us at info@thecyberdiplomat.com or via Contact Us section on the Platforms.
- On receipt of the cancellation request prior to Products being packed and invoice being generated we shall cancel the order of Products and initiate the refund for the Products within 10 (ten) business days from the receipt of the cancellation request from you. The amount shall be refunded to you through the same mode of payment used by you for the purchase or via credit to your Bank account that can be used for subsequent purchases of Products on the Platforms. All refunds, except for refund to the respective bank account, shall be subject to applicable policies and charges of the User's bank/financial institution/payment gateway, as may be applicable.
- The User is not allowed to cancel the order for Products after the Products have been packed and invoice has been generated in relation thereof. If any User sends an email to us requesting for cancellation of the order for Products after the Products have been packed and invoice has been generated in relation thereof, we cannot guarantee such order cancellation in case the Product is already packed and invoiced by the time we check and respond to User's email. In such cases, the User may choose to refuse to accept the delivery of the order of Products when our Logistic Partner attempts the delivery the order of Products at User's address and let unwanted order of Products be returned to us by our Logistic Partner. If at the time of delivery of order of Products by our Logistic Partner the User notices or is aware that the Product package is either tampered and/or torn and/or open then the User must may reject the shipment of such order of Products when our Logistic Partner attempts the delivery the order of Products at the User's address and intimate the concern by emailing us at info@thecyberdiplomat.com or contacting us via Contact Us section on the Platforms.

• **Return of Products**

- Subject to the category-wise terms as set forth under Annexure A to this Policy, you may initiate the request for return of the Product if: (i) Product is damaged; (b) both the Product and shipping package have been damaged; (iii) Product is defective or is not in working condition; (iv) the Product is of bad quality; (v) parts of the Product or accessory is missing; (vi) the Product ordered is different from what was ordered basis the Product description provided on the Platforms; or (vii) you are dissatisfied with the quality of purchased Product due to size issue, fit issue, colour issue, manufacturing defects, shrinkage in fabric, colour bleeding (each referred to as "Non-Compliant Product"). For The CyberDiplomat, you shall initiate such requests for return of Products in accordance with the terms set forth under Annexure A to this Policy ("Return Period");
- While raising a request for return on the Platforms, the User shall have the option to seek a refund of the monies paid by him/her towards the purchase of the Product. The User will be required to produce a copy of the original invoice at the time of placing a request for return of Products. The User shall ensure that the Products being returned comply with the conditions set out under this Policy and are, among other conditions, unused, unwashed, with price tags intact, all packaging material undamaged and unused. Such returned Product(s) should not carry stains, sweat, detergent, or body odour.



- o You shall keep the Products in its unused, original condition, along with the original invoice/ sale receipt, brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up. We would accept the request for return of such Product subject to the terms of this Policy. In case we find that the returned Products does not meet the criteria mentioned under this Policy, we reserve the right to reject the return Products and refuse refunds in relation thereof.
- o If you have received any Product which is subject to return in terms of this Policy, we suggest you to immediately register a request in this regard on the concerned Platforms. 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 of the Products. For such verification, we may request you to send us images of the damaged, defective or Non-Compliant Products received and/or allow our personnel to schedule a visit to assess the damage, defect or non-compliance in the Product. Further to the assessment of the damage or the concern reported in the return request, we may in our sole discretion resolve the issue subject to the assessment report, in a manner as we may deem fit. You agree that our decision in relation thereof is final and binding on you.
- o Your return will be processed only when the conditions as may be stipulated by us in this Policy are fulfilled at the time of return of such Products, such as the Product being returned in original condition (including water seal stickers in case of fragrances), along with the price tag intact including original packaging of the product, the brand outer packaging of the Non-Compliant Product and all accessories therein, no damage or defect to the Products having occurred post-delivery of the Products while in your possession, etc.
- o You agree that we will not accept the return of any Product: (i) if you have placed the order for a wrong product model, colour or incorrect Product, (ii) if the Product belongs to Non-Returnable Products (defined below), (iii) if you fail to request return/register a complaint in relation to a Non-Compliant Product within the Return Period (defined above) (iv) 'Made to Order' Products on the Platforms. Any damage to the Product caused by your improper wearing or safekeeping of the Product, or any modification or change to the Product by you or a third party or any depreciation in the value for other reasons will not deem such Product a Non-Compliant Product and will not be considered a quality problem. Any decision by us in this regard shall be final and binding.
- o It is hereby clarified that in the case of electronics, notwithstanding anything to the contrary to this Policy and subject to paragraph (l) below, Users cannot return electronic Products which are specified as 'non-returnable' on the relevant Products detail pages of the Platforms. Products may be returned within the Return Period only in case of damaged-in-transit Products; or incorrect Products shipped to the User; or missing components of the Products and empty sealed packages of the Product and not for any other reasons. Further to the assessment of the damage or the concern reported in the return request, we may in our sole discretion resolve the issue subject to the assessment report, in a manner as we may deem fit. You agree that our decision in relation thereof is final and binding on you.
- o It is hereby clarified that in case of certain Products, including but not limited to accessories (watches) or precious materials, notwithstanding anything to the contrary to this Policy and subject to paragraph (l) below, a refund will be made once the relevant Product reaches the brand showroom / warehouse and the quality check of the Product is completed. Further, if the User loses any certificate relating to said Product, a fee of INR 500 (Indian Rupees Five Hundred) shall be collected from such User.

We reserve the right to reject the return request for a Product if it does not satisfy the aforementioned conditions.



- **Refund**

- At the time of raising a request for return or cancelling the Products on any of the Platforms, you may seek refund for the Non-Compliant Product. Such refund will be made to the you only in the event the payment has been received by us for the Products returned or cancelled.
- Please be informed that when you opt to cancel or return the Products, upon our receiving, verification and assessment 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 7-10 (seven to ten) business days from the date of us receiving the Products and verifying the defect or the non-compliance in the Product. Your refund will be processed only when the conditions as may be stipulated by us in this Policy are fulfilled, such as the Product being returned in original saleable condition without any defect or damage, along with the price tag intact including original packaging of the product.