



REFUND AND CANCELLATION POLICY:

THIS REFUND AND CANCELLATION POLICY IS MANAGED AND IMPLEMENTED BY QARMATEK SERVICES PVT LIMITED, THE AUTHORISED SERVICE PROVIDER OF XIAOMI TECHNOLOGIES (INDIA) PVT LTD

We believe in satisfying our customer expectations of quality and speed of repair. Our Service Level is the best the industry offers. Our return policy is made keeping our valuable customers in mind and hence we have an easy and transparent procedure for it.

Item Received in Damaged Condition / Defective / Wrong item:

1. HANDSETS MUST BE TESTED IN AS IS CONDITION, RECEIVED FROM THE CUSTOMER. WE ARE NOT RESPONSIBLE FOR THE EFFECTS OF INSTALLING ANY APPS OR MEMORY BY THE CUSTOMER.
2. There are several problems like network drops, heating, restarts and "hanging" which can be traced to low 3G signal level, battery problems, expired or CPU intensive Apps, , insufficient memory and virus . Faulty battery and low 3 G signal which may not cause by defects in the handset. These problems may arise due usage conditions of the customer. We will work with our customers to clarify these and address the concern.
3. We test the battery, and we will inform you if we suspect the battery performance.
4. If you have any concern on the purchased product or repaired product, received damaged product or the wrong item, or if the problem that you had previously observed continues, please call us on 1800-103-6286 or mail us at pickmi@xiaomi.com with your Enquiry number, and we will guide you through the pickup process.
5. We will work with you to understand the problem you are facing and discuss possible ways to deal with them.
6. In the event that we are unable to offer a satisfactory solution, we will pick up the handset to bring it to the service /support centre for testing. This will be at no cost to you.
7. However if the handset is found to be free of any defects, we will request payment of logistics charges(Rs 189) and a diagnostics fee (Rs 160) a total of Rs 349 before we return the handset to you.
8. If we are unable to repair the handset and in case the handset is within warranty we will replace the handset with another handset of the same make and same or higher model of similar age if there is any manufacturing defect. Any defect due to misuse of the handset will not give rise to replacement of handset.
- 9.

General:

- The warranty on repaired handsets remains unchanged after an in-warranty repair.
- You may refuse a repair estimate which will be provided if the service being offered is not covered by the brand warranty. In this case the courier charges will still apply and these are not refundable.
- A chargeable repair will be done only after full payment of the estimated costs is received.
- A repair estimate which is approved and paid for may not be cancelled and no refund is possible,
- The maximum liability under any circumstance is limited to the repair or replacement of the handset as stated within.
- If owing to unforeseen circumstances you are unable to use our pickup services after making payment of the courier charges, these charges will be refunded. Refunds will only be processed to the credit card or bank account of the individual, organisation or institution from which the payment was received.
- By accepting the service, you hereby agree to the terms of this refund and cancellation policy.