

FOHOWAY INDIA
SHIPPING AND DELIVERY POLICY

Fohoway India Pvt Ltd has an objective to provide highest level of Consumer satisfaction. We ensure that the Consumer's experience post purchase is smooth, seamless and delightful w.r.t. the quality and speed of delivery. We also keep our Consumers apprised about various stages of the order placed: Order Processing,

Dispatch & Delivery.

- What are the shipping charges on products?
 - If the invoice value of single order placed by the consumer is INR 2100/- or above then the products will be delivered to the consumer free of cost all over India.
 - Any order placed for invoice value of less than INR 2100/- then shipping and delivery charges of INR 84/- will be applicable for any location all over India.
 - Additional courier charges may be applicable on selected pin codes or under unprecedented circumstances. Such additional charges will be conspicuously intimated to the consumer before placing the order.
 - At the instance of return, cancellation post dispatch or exchange, the consumer will be entitled to any refund amount after deduction of delivery charges. Shipping and Delivery charges are non-refundable. In cases where the consumer had availed free delivery, the shipping/delivery charges borne by the company will be deducted from the refund amount.

- How long will it take to receive the ordered products?

We try to ensure that your order reaches you in the fastest time and in good condition.

It takes 2-7 working days from the day of order confirmation to deliver the products within India, given that the delivery is not delayed due to concerns raised by any governmental authority or any other entity acting on behalf of the government or acting as per the directions of the government. If in case the delivery period exceeds the stipulated time, either due to mishap or unforeseen circumstances, the Consumer will be notified regarding the same.

Consumers are advised that if the packaging is tampered with or damaged at the time of accepting delivery of the goods, they should refuse to take delivery of the package and immediately call their respective Fohoway Branch office or write an e-mail to

FOHOWAY INDIA PRIVATE LIMITED

Regd. Office: Premises No. DJ1001, 1002, 1023, 1024, 10th Floor, DLF Tower B, Jasola South West Delhi - 110 025

Phone number: +91-11-41601212 **Email ID:** info@fohowayindia.com

CIN: U74999DL2019PTC358517

info@fohowayindia.com mentioning the order reference number. We shall make our best efforts to ensure that a replacement delivery is sent to the Consumer at the earliest.

Note:

- Kindly provide correct delivery address while placing the order. If it is returned to the company warehouse due to incomplete address then the consumer will be liable to bear the charges for reschedule of the shipment.
- For Repair of any product/device the consumer needs to visit branch or bear one side charges to deliver it to the Fohoway Branch office.



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