

At CMI Best.com, we believe that customer satisfaction is key; therefore we stand behind all products bought at our site. If you receive a product which is not as per the specifications ordered by you i.e.

1. Wrong Size,
2. Wrong Colour,
3. Wrong Quantity,
4. Defective,
5. Damaged, Or
6. Significantly different from the description given by the merchant

However, for some products, the sale is a final sale, and the merchant does not accept any return. Some healthcare products, customized products, products like undergarments, lingerie, swimsuits etc and perishables including flowers, edible products cannot be returned due to health & hygiene reasons.

We will also not be able to accept the return if product

1. Is used/worn or altered
2. Exhibits physical damage to the box or to the product
3. Is returned without original packaging and accessories
4. Serial Number is tampered.

If you have received a damaged product or empty parcel or any item is missing, please contact us within 2 days of receiving the order.

### **Terms of Return Policy for Products**

1. Buyer's Product related complainant for refund or replacement will be processed in accordance with the Return Policy which is agreed by both Buyer and Seller. However, in the event of false, frivolous or baseless complaints regarding the delivery or quality of the Products, the Buyer will not be eligible for refund or replacement.
2. Before accepting delivery of any Product, the Buyer shall reasonably ensure that the Product's packaging is not damaged or tampered.
3. The return process of a Product may be subject to additional terms depending on the nature and category of the Product. Any such additional terms may be specified on the Website or be intimated by the Seller at the time of purchase of the Product.
4. In the event the return of a Product is duly accepted by Seller, the value of such Product, as originally paid by Buyer during acceptance of Product, will either be refunded to Buyer either to the bank account provided by the Buyer for such refund, or to the payment instrument of the Buyer from which payment was made, or to any pre-paid payment instrument account of the Buyer. CMI Best shall have the sole discretion to determine the mode of reversal from the above options.
5. Buyer agrees that if the returned Product is not accepted by the Seller then CMI Best shall have the right to liquidate or sell those Products and give all the valid title, rights and interests including warranties and other collaterals and benefits associated with those Products (as the Buyer would have received from the Seller) to any third party to whom those Products are sold.

### **Cancellation of transaction / orders**

#### **Cancellation by Seller:**

There may be certain orders that Seller is unable to accept and has the right to cancel either by the Seller directly or Seller can instruct CMI Best to cancel such order. Seller reserves the right, at its sole discretion, to refuse or cancel any order for any reason whatsoever. Some situations that may result in Buyer's order being cancelled include, without limitation, non-availability of the Product or quantities ordered by Buyer or inaccuracies or errors in pricing information. Seller may also require additional verifications or information before processing any order. All such cancellation shall be without any recourse to Buyer and without any liability to the Seller or to CMI Best. If Buyer's order is so cancelled, after the payment has been processed, the said amount will be reversed / remitted to the Buyer either to the bank account provided by the Buyer for such reversal, or to the payment instrument of the Buyer from which payment was made, or to any pre-paid payment instrument account of the Buyer. CMI Best shall have the sole discretion to determine the mode of reversal from the above options. In the event a promotional code given by CMI

Best is used for the purchase of the Product, the amount under such promotional code shall not be refunded in case of cancellation of order. The above is the sole remedy of the Buyer and the sole liability of the Seller and sole responsibility of CMI Best for any cancellation of the purchase order by the Seller or otherwise other than by the Buyer.

**Cancellation by the Buyer:**

In case of requests for order cancellations, Seller reserves the right to accept or reject requests for order cancellations for any reason whatsoever. As part of usual business practice, if Seller receives a cancellation notice and the order has not been processed, Seller may cancel the order and refund the entire amount to Buyer within a reasonable period of time. Seller will not be able to cancel orders that have already been processed by the Seller. Buyer agrees not to dispute the decision made by Seller and accept Seller's decision regarding the cancellation.

**Set-off of any benefits availed by the Buyer:**

In case the Buyer has availed any benefit under any marketing or promotions provided by CMI Best in relation to the Product for which the order has been cancelled by the Buyer or by the Seller, Buyer agrees and authorizes CMI Best to recover such benefits from the Buyer or set-off the same from any refunds to the Buyer.