

CANCELLATION, REPLACE AND REFUND POLICY

Thamesbay Marketing LLP

Cancellation Policy

For Cancellations please contact us via 'contact us' link, or send us the request via mail grievance@thamesbay.com. Upon the verification and investigation, if your request found qualifying the criteria, we will process the same for cancellation.

Company possesses the sole right to take decision on the cancellation request.

Replace:

- o A Customer / Distributor can change the products he/ she purchased from Thamesbay if he/ she want.
- o The customer / Distributor should have the original customer order receipt copy/ Bill to apply for replacement.
- o The Customer / Distributor can exchange the products from the Company within 30 days from the date of making payment.
- o For this, the customer / distributor should submit the PRODUCTS IN ORIGINAL PACKING AND MARKETABLE CONDITION along with a PRODUCT RETURN APPLICATION and a COPY OF PURCHASE BILL.
- o The new product he / she buys should be of equal or higher value in price.
- o In case of Product Replace, No amount would be refunded to the Customer/ Distributor.

Refund Policy

In the event, if the Distributor/ Customer is displeased with the Products due to any proven damages, manufacturing defects, or size mismatch, He/ She can return the same for replacement or refund.

By applying for refund, his distributorship would be automatically cancelled.

How to request a refund?

A Customer / Distributor, for refund request, can do the following by contacting us via email address grievance@thamesbay.com

- Contact via Company's email, grievance@thamesbay.com (Exit and Refund policy related matters should be communicated via this mail only.) Requests sending to any mail other than grievance@thamesbay.com will not be accepted

Policies:

- If the product is received with manufacturing defect, it can be returned within 15 working days from the date of receipt.
- Order placing details, Proof of making payment to the company's bank account, Distributor ID details etc should be submitted.
- The Company will verify the request, and upon the successful verification shall process to the concerned department (Grievance cell/ Legal Cell) for the further processing of refund.
- All the benefits, commissions and promotional expenditures paid by the company should be returned to the company, as per the reports from our Grievance / Legal cell
- Courier charge and Service charge would be deducted.
- Shipping charges, service tax and sales tax paid on the original order will not be reimbursed.
- All physical products must be packed in the original, including any accessories, manuals and documentation with sender's identity and invoice.
- Once you have requested for Refund, you will get an acknowledgment from us within 14 working days, the same will be processing accordingly on priority basis.
- Requests must be from the independent distributors registered mail ID, to the company assigned mail ID grievance@thamesbay.com along with the relevant KYC procedures individually.
- Exit and Refund related matters would be handled only online, and Company insists to return the products through proper channel, i.e. courier.
- Thamesbay, at its sole right, may provide seasonal or promotional offers to its distributors and customers. Orders with seasonal or promotional offer products and offer combo products cannot be returned, exchanged or refunded.
- Any disputes or differences arising out of or in relation to this agreement shall be referred to an Arbitrator/ Legal Cell appointed by the company. Whole decision shall be binding on the parties according to the provisions of 'The Arbitration Act, 1996'. The venue of arbitration, shall be in Cochin.

Company Contacts:

- Regarding any product issues, the company and the customer shall communicate only through the official Email Address: grievance@thamesbay.com