

## Cancellation, Return and Refund Policies

### Terms & Conditions

Terms & conditions are binding for all purchases.

All orders are deemed offers for you to purchase our products. We may accept your offer by issuing a confirmatory e-mail of the products specified in your order. Our acceptance of each such offer is expressly subject to and conditioned on your assent to these terms and conditions of sale.

### Electronic Communication

When you visit [www.worldgn.com](http://www.worldgn.com), send e-mails to us or submit a ticket to our customer care, you are communicating with us electronically. By communicating with us, you consent to receive communication from us electronically. We will communicate with you by e-mail or by posting notices on our website. You agree that all agreements, notices, disclosures, and other communications that we provide to you electronically satisfy any legal requirement that such communication be in writing.

### Prices

All prices posted on this website are subject to change without notice. Prices prevailing at commencement of placing the order will apply. Posted prices do includes all taxes and charges. In case there are any additional charges or taxes the same will be mentioned on the website.

### Payment and Security

All payments must be received by us prior to shipping. We accept payment by net-banking, credit card, debit card. WorldGN use many payment processors to take credit card payments.

Consequently, if you do not recognise any transactions on your bank statement with a reference to WorldGN or any of the following: AW\*worldgn.com8442411466, please, contact us on [transactions@worldgn.com](mailto:transactions@worldgn.com) or on +1 (844) 2411466 08:00 – 17:00, EST. PayNovi Ltd, 13 Classon House, Dundrum, Dublin 14, Ireland.

### Shipping and Handling

We will arrange for shipment of the products to you. Shipping schedules are estimates only and cannot be guaranteed. We are not liable for any delays in the shipments. Title and risk of loss and damages pass on to you upon the products delivery to you. In case reverse shipment cannot be arranged by us due to unavailability of our logistics partners, then in that case you may be requested to send such products through any available courier services.

## Return of Products

Wor(l)d allows return of products for 3 days from delivery in all the following cases:

- Product is used/worn or altered
- Physical damage to the box or to the product
- If sealed package of branded products is open
- The packet was empty / some item or accessory was missing
- The product was defective,
- Significantly different from the description given by the merchant (wrong size, colour, quality or material related issues)
- You changed your mind due to any other reason

Wor(l)d still allows returns for up to 10 days from delivery in the following cases:

- The product was defective,
- Significantly different from the description given by the merchant (wrong size, colour, quality or material related issues)
- You changed your mind due to any other reason

After the initial period though, the following conditions must be satisfied:

- Product must be in its original condition
- Only unused, unaltered, unsoiled products will be accepted
- Brand packaging should be intact
- Replacements will be made if product is available on website
- To return a product, you can submit a ticket to our customer care by providing the following details:
  - Order ID
  - IMEI
  - Images clearly demonstrating the damage / missing product in the packet

In case of physical damage of a product we would require a photo to be sent to our Customer care mentioning your order number.

Please check the color of the products received by you before opening the seal. We will not be able to replace the handset once the seal is broken.

Post receiving your request Customer Support will confirm the return request and will inform you about the pickup process. Please ensure that product is in unused and original condition. Include all labels, original packing and invoice along with the product.

Replacement policy is however invalid in cases of damages due to normal wear & tear and negligence on part of the customer.

The Wor(l)d Store will try to replace the specific product ordered. However, the company reserves the right to offer an alternative product in case the product is out of stock/ production.

## **Changes and Cancellation**

Any item additions, quantity changes or specification changes made to accepted orders will be modified in the order details. All sales are final, provided, however, item cancellations and quantity reductions may be made before the order is shipped. We may, without liability, cancel any accepted order before shipment if our credit department does not approve your credit or if there are other problems with the payment mode selected by you.

Post the order being billed there can be no changes in the invoice generated. Any request for name change, address change, etc will not be entertained.

## **Refund**

100% MoneyBack if issue not resolved in maximum 14 days via same mode.

However, if any member is unsatisfied with any service or products purchased, wor(l)d offers a 100% fourteen (14) day money-back guarantee (unless otherwise required by law) from the date the service is delivered.

Refunds, wherever applicable, will be processed by reversing the mode of payment. For example, refunds of credit card transactions will be processed by reversing the payment to the credit card only.

So, the refund will be accepted if the payment was done with a system of payment available from us. In this sense, the order generated with a voucher will be not refunded by the Company.

The normal time for such refunds to reflect in your account is 12-15 working days.

Refund in case of product being shipped & cancellation post receipt of the shipment would be done after the confirmation of stock being received back at delivering centre.

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### **Your Account**

Protection of Your Account: As discussed further in the website's privacy policy, by using this website, you agree that you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and agree to accept responsibility for all activities that occur under your account or password.

Use by Children: Wor(l)d does sell products for children, but it sells them to adults. If you are under age of 18 years, you may use Wor(l)d only with involvement of a parent or guardian. Wor(l)d and its members reserve the right to refuse service, terminate accounts, remove or edit content, or cancel orders in their sole discretion.

### **Reviews, Comments, Communications, and other content**

Nature of content: Visitors to wor(l)d may post reviews, comments and other content; and submit suggestions, ideas, comments, questions or other information, as long as the content is not illegal, obscene, threatening, defamatory, invasive of privacy, infringing of intellectual property rights to otherwise injuries to third party or objectionable and does not consist of or contains software virus, political campaigning, commercial solicitation, mass mailing or any form of spam.

False information: You may not use false email address, impersonate any person or entity, or otherwise mislead as to the origin of a card or other content. Wor(l)d reserves the right (but not the obligation) to remove or edit such content but does not regularly review posted contents.

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### **Risk of Loss**

All items purchased from wor(l)d are made pursuant to the shipment contract. This means that the risk of loss and title for such item passes on to you upon the products delivery.

### **Product Description**

Wor(l)d and its members attempt to be as accurate as possible. However, wor(l)d makes not warranties that the product description and any other content of its site are accurate, complete, reliable, current or error free. The product offered by Wor(l)d itself is not as described and its sole remedy is to return in its unused condition.

### **Site Policies, Modification, and Severability.**

We reserve the right to make changes to our website, policies, and these Terms and Conditions at any time. If any of these conditions shall be deemed invalid, void, or for any reason unenforceable, that condition shall be deemed severable and will not affect the validity and enforceability of any remaining conditions.

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### **Governing Law and Jurisdiction**

These terms and conditions will be construed only in accordance with the laws of Singapore. In respect of all matters/disputes arising out of, in connection with or in relation to these terms and conditions or any other conditions on this website, only the competent Courts at Singapore, shall have jurisdiction, to the exclusion of all other courts.

### **Extended Warranty:**

The Extended Warranty will be sent in the form a soft copy attachment to your registered email id from: [www.worldgn.com](http://www.worldgn.com). Please check your spam folder in case you have not received it in the Inbox.

Only if the handset is bought from the Wor(l)d Store you would be eligible for Extended Warranty. In case the you have purchased Extended Warranty without purchasing the handset from The Wor(l)d store the entire amount would be refunded in case you have place a pre-paid order.

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