

## **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 15 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 30 days via same mode.

However, if any affiliate is unsatisfied with any service or products purchased, wor(l)d offers a 100% thirty (30) 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. 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.

## License and Website Access

General: worldgn.com grants you a limited license to access and make personal use of this website and not to download (other than page caching) or modify it, or any portion of it, except with express written consent of www.worldgn.com.

No license for commercial sale: This license does not include any resale or commercial use of this website or its content; any collection and use of any product listing, description, or pricing; copying of account information for the benefit of another merchant; or any use of data mining, or similar data gathering and extraction tools.

No reproduction: This website or any portion of this website may not be reproduced, duplicated, copies, sold, visited, or otherwise exploited for any commercial purpose without express written consent of www.worldgn.com.

No framing: You may not frame or utilize framing technologies to enclose any trademark, logo, or other proprietary information ( including images, text, page layout, or form) of www.worldgn.com and its affiliates without the express written consent.

Metatags: You may not use any metatags or any other 'hidden text' utilizing Wor(l)d's name or trademarks without the express written consent of Wor(l)d. Any unauthorized use terminates the permission or license granted by Wor(l)d.

### **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 affiliates 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.

Rights Granted: If you do post content or submit material and unless we indicate otherwise, you grant Wor(l)d and its affiliates a non-exclusive, royalty free, perpetual, irrevocable, and fully sub-licensed right to use, reproduce, modify, adapt, publish, translate, create derivative work from, distribute, and display such content throughout the world in any media. You grant Wor(l)d and its affiliate sites and sub-license the right to use the name that you submit in connection with such content if Wor(l)d chooses.

Right Owned: You represent and warrant that you own all the rights or otherwise or control all of the rights to the content that you post; that the content is accurate; that the use of the content to supply does not violate this policy and will not cause injury to any person or entity and that you will indemnify IWor(l)d or its affiliate for all claims resulting from the content you supply. Wor(l)d has the right but not the obligation to monitor and edit or remove any activity or content. Wor(l)d takes no responsibility and assumes no liability for any content posted by you or any third party.

### **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 affiliates 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.

### **Intellectual Property Rights**

Copyright Protection: All content included on this site, such as text, graphics, logos, button icons, audio clips, digital downloads, data compilations and software, is the property of Wor(l)d or its affiliate sites and protected by the Copyright law of Miami. The compilation of all the content on this site is the exclusive property of Wor(l)d and protected by Copyright law of Miami. All software used in this site is the property of Wor(l)d and is protected under the Copyright law of Miami.

#### **Trademarks:**

- i. Protected Marks: The Wor(l)d Store, [www.Worldgn.com](http://www.Worldgn.com), Wor(l)d & design, Wor(l)d books, products, and other marks indicated on The Wor(l)d store website are registered trademarks of Wor(l)d Media and Technology Corp.
- ii. Protected Graphics: All [www.worldgn.com](http://www.worldgn.com) graphics, logos, page headers, button icons, scripts and service names are trademarks or trade dress of [www.worldgn.com](http://www.worldgn.com). [www.worldgn.com](http://www.worldgn.com)'s trademarks and trade dress may not be used in connections with any product or service that is not of [www.worldgn.com](http://www.worldgn.com). All other trademarks not owned by [www.worldgn.com](http://www.worldgn.com) or its affiliates that appear on [www.worldgn.com](http://www.worldgn.com) or its affiliate sites are the property of their respective owners, who may or may not be affiliated with, connected to, associated with [www.worldgn.com](http://www.worldgn.com) or its affiliates.

### **Governing Law and Jurisdiction**

These terms and conditions will be construed only in accordance with the laws of Miami. 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 Miami, Florida 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.

**Disclaimer of warranties and Limitation of Liability**

WWW.WORLDDGN.COM MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AS TO THE OPERATION OF THIS SITE OR THE INFORMATION, CONTENT, MATERIALS, OR PRODUCTS INCLUDED ON THIS SITE. YOU EXPRESSLY AGREE THAT YOUR USE OF THIS SITE IS AT YOUR SOLE RISK.

WOR(l)D DOES NOT WARRANT THAT THE SITE, ITS SERVERS, OR EMAIL SENT FROM WWW.WORLDDGN.COM ARE FREE OF VIRUS OR OTHER HARMFUL COMPONENTS. WWW.WORLDDGN.COM WILL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND ARISING FROM THE USE OF THIS SITE, INCLUDING, BUT NOT LIMITED TO DIRECT, INDIRECT, INCIDENTAL, PUNITIVE AND CONSEQUENTIAL DAMAGES.