

Gadgets Rack - Return Policy

At Gadgets Rack, we are committed to providing you with top-quality electronics and outstanding customer service. We understand that there might be instances where you need to return a product, and we want to ensure that the return process is hassle-free and transparent. Please read our return policy carefully to understand the guidelines and procedures for returning items.

1. Eligibility for Returns:

- You can initiate a return within 3 days of the date of purchase.
- Products must be in their original condition, unused, undamaged, and in their original packaging with all included accessories, manuals, and documentation.

2. Non-Returnable Items: Certain items are not eligible for return due to hygiene and safety reasons. These items include but are not limited to:

- Consumable products (e.g., batteries, ink cartridges)

3. Return Process: To initiate a return, follow these steps:

- Contact our customer service team within 3 days of your purchase. Provide your order number and details about the product you wish to return.
- Our customer service team will guide you through the return process, including providing you with a return authorization (RA) number.
- Pack the product securely in its original packaging along with all accessories and documentation. Clearly mark the RA number on the outside of the package.
- Ship the package to the address provided by our customer service team. We recommend using a trackable shipping method to ensure the safe delivery of the returned item.

4. Inspection and Refunds:

- Once we receive the returned item, our team will inspect it to ensure it meets the return eligibility criteria.
- If the item is approved, we will process your refund within 5 business days. The refund will be issued to the original payment method used for the purchase.
- Please note that shipping and handling charges are non-refundable. Return shipping costs are the responsibility of the customer unless the return is due to a mistake on our part (e.g., wrong item shipped, defective product).

5. Damaged or Defective Products: If you receive a damaged or defective product, please contact our customer service team immediately. We will provide assistance in resolving the issue, which may include a replacement, repair, or refund, depending on the situation.

6. Exchange Policy: At this time, we do not offer direct exchanges. If you wish to exchange a product, please follow the return process outlined above, and then place a new order for the desired item.

7. Change of Mind Returns: If you decide to return a product due to a change of mind, the return will be subject to our standard return policy, including eligibility criteria and return shipping costs.

8. Policy Changes: Gadgets Rack reserves the right to modify or update this return policy at any time. Any changes will be posted on our website and will apply to all purchases made after the policy update.

If you have any questions or need assistance regarding our return policy, feel free to contact our customer service team.

Thank you for choosing Gadgets Rack for your electronics needs!