

Open Parcel Facility

GadgetsRack offers an exclusive service called Open Parcel Delivery, which ensures that you receive exactly what you ordered. With this special service, customers have the opportunity to open the parcel and inspect it before making the payment to our delivery rider.

This allows you to verify that your desired new product arrives in its original sealed packaging.

Here's how Open Parcel Delivery works with GadgetsRack:

During the delivery, our rider will present the package to you and give you the option to open it in their presence. You can then examine the product to confirm its condition and ensure that it matches your order. For prepaid orders, the rider will request your signature and take a picture of the receiver's CNIC. If the product is missing, damaged, or different from what you ordered, the rider will take back the package. Depending on your preference, we will initiate the refund process or replace the product. To facilitate clear communication with the company, please provide a written statement to the rider explaining the reason for the return.

Here are some important terms and conditions to remember:

Selecting Open Parcel as your Delivery Method incurs an additional cost of PKR 500. You can inspect the condition of the box, the company's seal, and the color mentioned on the packaging of a mobile phone box. However, you are not allowed to break the seal of the mobile box to check its internal physical appearance, components, or functionality. Currently, this service is available only in Lahore.

If the product is deemed unacceptable, we will replace your order.

For further details, please contact our Customer Care Centre at 03-111-gadget (03-111-423438) or reach out to us via email at help@gadgetsrack.pk