

Refund Policy

At XHAWI, customer satisfaction is our top priority. If you are not completely satisfied with your purchase, we offer a comprehensive refund policy categorized based on the nature of the refund request. Please read the following terms carefully before initiating a refund request.

Refund Policy Table

| Sr.No | Reason for Refund | Eligibility | Time Frame | Process |
|-------|--|--|--|---|
| 1. | Damaged or Defective Products | <ul style="list-style-type: none"> Product must be unused and in the same condition as received (sealed/unopened, original packaging, manuals, accessories). Proof of damage or defect (e.g., photos) is required. | Request within 7 days of receiving the product. | <ul style="list-style-type: none"> Contact support at [seller_support@omanidsc.om] with order number, photos, and issue description via Fresh Desk Shipping label will be provided. Refund or replacement processed within 7 days of return. |
| 2. | Received the wrong item/Item not as described | <ul style="list-style-type: none"> Item must be unused, in original packaging, and in the same condition as received. | Request within 3 days of receiving the wrong item. | <ul style="list-style-type: none"> Contact support at [seller_support@omanidsc.om] with order number and wrong item details. We will arrange return and process refund or send the correct item as soon as possible. |
| 3. | Customer changed their mind | <ul style="list-style-type: none"> Product must be unused, unopened, and in original packaging. Certain items (e.g., perishable goods, digital downloads, personalized items) are not eligible. | Request within 1 day of receiving the product. | <ul style="list-style-type: none"> Contact support at [seller_support@omanidsc.om] with order number and return reason. The customer is responsible for return shipping costs. Refund (minus shipping fees) processed within 14 days after inspection of returned item. |
| 4. | Other-Late or Missing Orders | <ul style="list-style-type: none"> Orders delayed significantly without prior communication. | Contact within 1 day from the expected delivery date. | <ul style="list-style-type: none"> Contact support at [seller_support@omanidsc.om] with order number. We will investigate and either refund or reship the item. |
| 5. | Other-Refunds for Subscription-Based Services | <ul style="list-style-type: none"> Refunds are prorated based on unused portions of the subscription. | Cancel at least 14 days before next billing cycle. | <ul style="list-style-type: none"> Contact support with subscription details. Refund will be processed within 14 days of cancellation. |

This table provides a clear overview of the refund policy for different scenarios including defective items, incorrect deliveries, changes of mind, late orders, and subscription-based services.



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1. Defective or Damaged Products

If you receive a defective or damaged product, you are eligible for a full refund or replacement.

- **Eligibility:**
 - The product must be unused and in the same condition as when you received it (sealed/unopened if applicable, with the original brand/manufacturer box or packaging, and, if applicable, any user manual, warranty card, and all accessories).
 - You must provide proof of the damage or defect (e.g., photos).
- **Time Frame:**
 - You must request a refund or replacement within **[7] days** of receiving the product.
- **Process:**
 - Contact our support team at [\[seller_support@omanidsc.om\]](mailto:seller_support@omanidsc.om) with your order number, photos of the defective or damaged product, and a description of the issue via Freshdesk
 - Once the customer request is approved, we will provide a shipping label for the return. After receiving the product, we will process your refund or ship a replacement within **[7] days**.

2. Incorrect or Wrong Item Delivered

If you receive an incorrect item (different from what you ordered), you are eligible for a full refund or replacement.

- **Eligibility:**
 - The item must be unused, in its original packaging, and in the same condition as when you received it.
- **Time Frame:**
 - You must request a refund or replacement within **[3] days** of receiving the wrong product.
- **Process:**
 - Contact our support team [\[seller_support@omanidsc.om\]](mailto:seller_support@omanidsc.om) with your order number and details of the wrong item received.
 - We will arrange for the incorrect item to be returned to us and will process your refund or ship the correct item as soon as possible.

3. Change of Mind (Returns)

If you change your mind about a purchase, we offer a refund under certain conditions.

- **Eligibility:**
 - The product must be unused, unopened, and in its original packaging.
 - Certain products (e.g., perishable goods, digital downloads, personalized items) are not eligible for change of mind refunds.
- **Time Frame:**
 - You must request a refund within **[1] days** of receiving the product.
- **Process:**
 - Contact our support team and provide your order number and the reason for your return.
 - You will be responsible for shipping costs to return the item.
 - Once we receive and inspect the product, we will process the refund (minus shipping fees) within **[14] days**.

4. Late or Missing Orders

If your order has not arrived by the expected delivery date, you may be eligible for a refund or reshipment.

- **Eligibility:**
 - Orders that are significantly delayed without prior communication from our team.
- **Time Frame:**
 - Contact us within **[1] days** from the expected delivery date.
- **Process:**
 - Reach out to our customer service team with your order number.
 - We will investigate the delay and provide a resolution, either by refunding the amount or reshipping the item.

5. Refunds for Subscription-Based Services or Products

For subscription-based products, we offer prorated refunds under specific circumstances.



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- **Eligibility:**
 - If you cancel a subscription after partial use, we will refund the unused portion.
- **Time Frame:**
 - Subscription cancellations must be requested at least **[14] days** before the next billing cycle.
- **Process:**
 - Contact our customer service team with your subscription details.
 - We will process your refund within **[14] days** of cancellation.

6. Non-Refundable Items

Some products and services are non-refundable due to their nature. These include but are not limited to:

- Digital products (e.g., e-books, software).
- Personalized or custom-made items.
- Perishable goods (e.g., food items).
- Items purchased on final sale.

7. General Refund Conditions

- All returned products must be in their original condition, with all original packaging and tags intact.
- Refunds will be issued to the original payment method used during the purchase.
- Shipping costs are non-refundable except in cases where we are responsible for the issue (e.g., defective or incorrect items).

8. How to Request a Refund

To request a refund, please follow these steps:

1. Contact our customer service team at **[support email/phone number]** with your order number and reason for the refund request.
2. Our team will review your request and provide a resolution within **[7] days**.
3. If approved, the refund will be processed within **[14] days**, and the amount will be credited to your original payment method.

Contact Us If you have any questions regarding our refund policy, feel free to contact us at **[support email/phone number]**.

Return Policies Category Wise Table

E-commerce Marketplace Return Policy (Category-wise)

This return policy outlines the terms and conditions for returning products across different categories on our e-commerce marketplace. Each product category has its own return guidelines to ensure clarity and transparency for both sellers and customers.

1. Electronics & Appliances

| Reason for Return | Eligibility Criteria | Time Frame | Conditions |
|--|--|---|---|
| Damaged or Defective Products | <ul style="list-style-type: none"> ▪ Product must be unused, in original packaging with all accessories, manuals, and warranty cards (if applicable). | Request within 7 days of delivery. | Customer must provide photos or videos showing the defect or damage. |
| Received the wrong item/Item not as described | <ul style="list-style-type: none"> ▪ Product must be unused and in the same condition as received. | Request within 3 days of delivery. | Item must be in original packaging. |
| Customer changed their mind | <ul style="list-style-type: none"> ▪ Not eligible for returns under this category. | Not applicable | Electronics & appliances are not returnable unless defective or wrong item was delivered. |

2. Fashion & Apparel



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| Reason for Return | Eligibility Criteria | Time Frame | Conditions |
|--|--|---|---|
| Size/Fit Issues | <ul style="list-style-type: none"> Item must be unused, unwashed, with original tags and packaging. | Request within 7 days of delivery. | Only available for items where sizes/fit do not meet expectations. |
| Damaged or Defective Products | <ul style="list-style-type: none"> Product must be unused, in original condition with all tags and packaging. | Request within 7 days of delivery. | Customer must provide photos or videos showing the defect or damage. |
| Received the wrong item/Item not as described | <ul style="list-style-type: none"> Item must be unused and in original condition. | Request within 3 days of delivery. | Item must be returned with all packaging, tags, and accessories intact. |
| Customer changed their mind | <ul style="list-style-type: none"> Product must be unused, with all original tags and packaging. | Request within 1 day of delivery. | Certain items like undergarments, swimwear, and personalized items are not eligible for return. |

3. Health & Beauty

| Reason for Return | Eligibility Criteria | Time Frame | Conditions |
|--------------------------------------|--|---|---|
| Damaged or Defective Products | <ul style="list-style-type: none"> Product must be unused, sealed, and in original packaging. | Request within 3 days of delivery. | Photos of damaged or defective product must be provided. |
| Wrong Product Delivered | <ul style="list-style-type: none"> Product must be unopened, unused, and in original condition. | Request within 3 days of delivery. | No return if the product is opened or used. |
| Change of Mind | <ul style="list-style-type: none"> Not eligible for return due to hygiene concerns. | Not applicable | Health & beauty products are not returnable unless defective or the wrong item was delivered. |

4. Groceries & Perishable Items

| Reason for Return | Eligibility Criteria | Time Frame | Conditions |
|-------------------------------------|--|--|---|
| Defective or Spoiled Product | <ul style="list-style-type: none"> Perishable items must be returned in their original condition upon delivery. | Request within 1 day of delivery. | Photos or proof of spoiled/damaged item must be provided. |
| Wrong Product Delivered | <ul style="list-style-type: none"> Product must be unopened and in original condition. | Request within 1 day of delivery. | Returns not applicable if item has been opened or consumed. |
| Change of Mind | <ul style="list-style-type: none"> Not eligible for return. | Not applicable | Perishable goods are not returnable. |

5. Furniture & Home Décor

| Reason for Return | Eligibility Criteria | Time Frame | Conditions |
|-------------------------------------|---|---|--|
| Defective or Damaged Product | <ul style="list-style-type: none"> Product must be unused, unassembled, and in original packaging. | Request within 7 days of delivery. | Photos of the damaged or defective product must be provided. |
| Wrong Product Delivered | <ul style="list-style-type: none"> Product must be unused and in original condition. | Request within 7 days of delivery. | No returns if the product has been used or assembled. |



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| Change of Mind | <ul style="list-style-type: none"> Product must be unused and in original packaging. | Request within 1 day of delivery. | Custom-made furniture is not eligible for return unless defective or wrong item was delivered. |
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6. Books & Media

| Reason for Return | Eligibility Criteria | Time Frame | Conditions |
|-------------------------------------|---|---|---|
| Wrong Product Delivered | <ul style="list-style-type: none"> Product must be unused and in original condition. | Request within 3 days of delivery. | Item must be returned with all packaging intact. |
| Defective or Damaged Product | <ul style="list-style-type: none"> Product must be unused and in original packaging. | Request within 3 days of delivery. | Photos of the defect or damage must be provided. |
| Change of Mind | <ul style="list-style-type: none"> Not eligible for return. | Not applicable | Books, CDs, DVDs, and software are not returnable unless defective or the wrong item was delivered. |

7. Jewelry & Watches

| Reason for Return | Eligibility Criteria | Time Frame | Conditions |
|-------------------------------------|---|---|--|
| Defective or Damaged Product | <ul style="list-style-type: none"> Product must be unused and in original condition, with all tags, certificates, and packaging. | Request within 7 days of delivery. | Defects must be reported immediately with proof (e.g., photos). |
| Wrong Product Delivered | <ul style="list-style-type: none"> Product must be unused and in original condition. | Request within 3 days of delivery. | Must return all original packaging, certificates, and accessories. |
| Change of Mind | <ul style="list-style-type: none"> Not eligible for return. | Not applicable | Custom-made or personalized jewelry is not returnable. |

8. Toys & Baby Products

| Reason for Return | Eligibility Criteria | Time Frame | Conditions |
|-------------------------------------|---|---|---|
| Defective or Damaged Product | <ul style="list-style-type: none"> Product must be unused and in original packaging. | Request within 7 days of delivery. | Photos or proof of the defect or damage must be provided. |
| Wrong Product Delivered | <ul style="list-style-type: none"> Product must be unused and in original condition. | Request within 3 days of delivery. | Must return with all original packaging and accessories. |
| Change of Mind | <ul style="list-style-type: none"> Not eligible for return. | Not applicable | Due to safety and hygiene, toys and baby products are not returnable unless defective or incorrect. |

9. Sports & Outdoor Equipment

| Reason for Return | Eligibility Criteria | Time Frame | Conditions |
|-------------------------------------|---|---|-------------------------------------|
| Defective or Damaged Product | <ul style="list-style-type: none"> Product must be unused, unassembled, and in original packaging. | Request within 7 days of delivery. | Proof of defect or damage required. |



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|--------------------------------|---|---|---|
| Wrong Product Delivered | ▪ Product must be unused and in original condition. | Request within 3 days of delivery. | No returns for items that have been used or assembled. |
| Change of Mind | ▪ Product must be unused and in original packaging. | Request within 1 day of delivery. | Returns not accepted for certain items like bikes, outdoor gear, etc., unless defective or incorrect. |

Return Process

1. **Initiate Return:** Contact our support team with your order number, reason for return, and any relevant evidence (e.g., photos of defects).
2. **Return Authorization:** Once your return request is approved, you will receive instructions on how to return the item.
3. **Shipping:** For certain return reasons (defective/wrong item), we will provide a shipping label. In cases of change of mind, the customer is responsible for return shipping costs.
4. **Inspection & Refund:** Once we receive the returned item, it will be inspected. Refunds or replacements will be processed within 7-14 days depending on the category.

This policy ensures that returns are handled efficiently while considering the unique requirements of each product category. It aims to protect both customers and sellers by providing clarity and transparency in the return process.