

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 Process:

- A. Defective or Damaged Items:** If your item arrives damaged or faulty, please return it in its original condition with the packaging intact. Once we receive it, we'll assess the situation and process your refund, including any shipping fees, if applicable.
- B. Incorrect Item Received:** If you find yourself with the wrong item, return it in its original condition and packaging. We'll take care of the refund and offer complimentary returns for up to 14 days.
- C. Change of Mind:** If you decide to cancel your order before it ships, or within 14 days of receiving it, you can get a refund to your original payment method, minus shipping costs. Please ensure that items are in their original packaging and condition.
- D. Credit Card Transactions:** Refunds for cancelled orders will automatically be credited back to your credit or debit card within 5-7 business days. For items returned that meet our criteria, refunds will be issued as store credits within 24 hours, or can be transferred back to your card upon request.
- E. Cash on Delivery Transactions:** Refunds for cash on delivery orders will be issued as store credits, which you can use for future purchases or request to be transferred to your bank account.

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] with your order number, photos of the defective or damaged product, and a description of the issue.
 - Once your 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:**



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- You must request a refund or replacement within **[3] days** of receiving the wrong product.

- **Process:**

- Contact our support team 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.

- **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:



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- 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]**.