

RETURN POLICY

Last updated June 28, 2019

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund, store credit, or an exchange. Please see below for more information on our return policy.

RETURNS

All returns must be postmarked within seven (7) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

RETURN PROCESS

To raise a customer support issue by mailing us at support@holir.co.in or the in app support. Our customer care will organise a return pickup. If there are no issues with the product, refund will be initiated after deduction of return fee.

Or

To return an item, please email customer service at support@holir.co.in to obtain a Return Merchandise Authorization (RMA) number. After receiving a RMA number, place the item securely in its original packaging and include your proof of purchase, and mail your return to the following address:

RMA
Holir
A-112 Spaze Business Park
Sector 66 Gurgaon
Haryana 122018
India

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least seven (7) days from the receipt of your item to process your return or exchange. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

EXCEPTIONS

The following items cannot be returned or exchanged:

- Party Accessories
- If any item is opened from Balloons and Food and Beverages items, it will be considered sold •
- Decorative Items
- Rental products damaged beyond repair
- For defective or damaged products, please contact us at the customer service number below to arrange a refund or exchange.

Please Note

- Sale items are FINAL SALE and cannot be returned
- Any self return packaged should be packed carefully to protect against damages
- Products under Rental category shall be picked up by the company after the use period expires. All return charges are paid by the company.
- Cancellation of order after it has been packaged will be entertained on a case to case basis. The company retains the right to refuse cancellation.

DAMAGES FOR RENTALS

The Customer agrees to pay for any damage to, loss of, or any theft (disappearance) of items, regardless of cause or fault. Item damaged beyond repair will be paid for at its Market Price.

- The representative shall check all items under the rental category in order to ascertain any damage to items.

Damage shall be defined as follows:

- Minor scratches (below 4mm in width and depth and 2 cm in length) on electronics will be ignored as they are considered 'normal wear and tear'
- Any Chips and breakages in glassware will be not be ignored, and the customer will be charged for the whole item at market price.
- Any damage which is a result of raw material or manufacturing defects will not be chargeable to the Customer.
- Any damage that results in the product being unusable will result in the value of the product being charged to the Customer.
- Tear in upholstery will result in charge towards replacement of upholstery. Opening up a stitched joint will not be chargeable.
- Stains on the surface of our products which are not removable via cleaning will result in a charge for surface replacement.
- The extent of damage would be ascertained by comparing against the quality control document signed by the Lessee and photographs taken on delivery.
- Any variation showing damages, if ascertained as not caused by normal wear and tear, would be charged and would have to be borne by the Customer.
- A damage report (QC report) will be created on the spot and a copy will be handed over to the client.

At the time of pick-up, a damage report will be generated as per damage policy. A clean chit or list of damages will be handed over to customer by representative of HOLLR.

- Once the items are at premises of HOLLR, they will undergo quality checks to determine the repair cost. Repair cost shall be adjusted and the balance amount from refundable deposit will be deposited to lessee's account. This might take 5-7 working days.

Cancellation of Rentals can be done under the following circumstances:

At the time of delivery - The user has the right to refuse our product (rentals only) at the time of delivery. A minimal delivery fee will be deducted and the rest of the amount refunded.

QUESTIONS

If you have any questions concerning our return policy, please contact us at:

+91 8447780260
support@hollr.co.in