

# GLOBAL SPORTS

1st, 236/2, General Mahadev Singh Road,

Ballapur Chowk, Dehradun - 248001, Uttarakhand

## CANCELLATION AND RETURNS POLICY

### **I) What should I do if the product is not what I ordered or has arrived broken?**

If the product received is not what you ordered, or broken, please fill in the [Returns and Replacement Form](#) within 3 days of receipt of the product and return the product. Moreover, if you receive a package that looks to have been tampered with, do not accept it and contact us for further guidance. You have 2 options in case of returns: you may either request for a full refund of the price you paid for it or ask for a fresh product delivered to you. The process of replacement may take 3- 7 days, since it involves multiple shipments.

Please note that the product should be returned in its original condition along with the original invoice and price tag/sticker/seal wrap intact on the product, with no visible marks of usage or wear and tear. We strongly recommend that you use a recorded delivery service for returns and retain your proof of sending, as we will not accept responsibility if the parcel is lost or damaged in transit.

This policy is not applicable for any heavy equipments including but not limited to table tennis tables, fitness equipments, on court equipments, pool/billiards tables, treadmills, exercise-bikes, etc.

### **II) What is the 7 day replacement policy for manufacturing defects?**

All of our products come with the standard manufacturer's warranty. If you find a manufacturing defect in the product, please inform us within 2 days of delivery. We shall offer you a replacement or refund at no extra cost to you. Racket strings do not carry any warranty (even for a day) and is not covered under this policy. In case a single string is broken you may give it to our delivery agent on your next delivery or come to our store directly within 2 weeks, the repair will be done free of cost. If you receive a sealed racket but notice any damage in the grip (which may be normal wear out due to weather conditions) , a replacement grip will be provided free of cost by us.

### **III) Can I cancel an order?**

Yes, If the product has not been shipped, you may cancel the order (after deduction of payment processing charges, if any). However, once the order has been shipped, any request for cancellation shall incur two-

way return shipping cost, which shall be additionally borne by you. Kindly email us at [orders@sportsjam.in](mailto:orders@sportsjam.in) for any cancellation requests immediately. We will have the sole right to decide whether the order has been shipped or not.

Please note that orders for personalised items (including but not limited to customised racquets), consumables, swimming costumes or products where the manufacturer's packing has been opened cannot be cancelled or replaced. Racket strings do not carry any warranty (even for a day) and cannot be cancelled or replaced. If you receive a sealed racket but notice any damage in the grip (which may be normal wear out due to weather conditions) , a replacement grip will be provided free of cost by us. For any cancellations, please follow the procedures outlined in (I) above and note that in this case, the returns shipping cost has to be borne by you and we will not refund it. We will have the sole right to decide whether the order is cancellable or not.

#### **IV) Once I place an order, can I get the size/colour changed?**

Yes, if your order has not been shipped, you may request for a change in size/colour without any charges. However, once the order has been shipped, any request for changes shall incur return & replacement shipping cost which shall be borne by you and we will not refund it. We will have the sole right to decide whether the order has been shipped or not. Please note that size changes are not allowed for personalised items (including customised racquets), swimming costumes and bulky products like TT Tables and fitness equipment.

Please fill in the [Returns & Replacement Form](#) within 7 days of receipt of the product with all the details required. Note that the product should be returned in its original condition along with the original invoice and price tag/sticker/seal wrap intact, with no visible marks of usage or wear and tear. We strongly recommend that you use a recorded delivery service for returns and retain your proof of sending, as we will not accept responsibility if the parcel is lost or damaged in transit.

The entire process of replacement may take 14-21 days since it involves multiple shipments.

#### **V) How will I get the refund on cancellation /returns?**

You will receive the refund in the same manner in which you made the original payment. Please allow 05 days from the receipt of the returns by us for further processing.

#### **VI) What if there is a dispute regarding returns?**

In case of any dispute regarding returns, the final decision shall be ours and the customer shall have to accept it. In case of arbitration for a dispute, it shall be subject to Dehradun jurisdiction only. Global sports liability to any claims will only be limited to the cost of the product in question.