

POLICIES FOR ONLINE SALE

Cancellation/ Replacement policy

- **REPLACEMENT**

We only replace items if they have manufacturing defect or have been damaged during transit or there has been shipment error from our side of different rating. If you need to replace it for the same item, send us an email at retail.sales@celindia.co.in within 2 days of receipt of delivery along with valid proofs as specified below.

For replaced products, the time of reaching the destination may vary depending on the place where you live.

Claim against manufacturing defect or damage in Transit:

In case, when the product has manufacturing defect or has been damaged during the transit from CEL to the customer, the information of manufacturing defect or damage is required to be sent to CEL through email within 2 days of receipt of product with sufficient proof of damage or manufacturing defect i.e. photographs.

Replacement shall be provided only after CEL's assessment of the damage or defect. In case of bulk order our personnel or personnel on behalf of CEL may visit the customer to decide extent of damage or manufacturing defect. Accordingly, replacement may be provided.

The extent of damage during transit or manufacturing defect will be at sole discretion of CEL.

Shipment Error/ Wrong item delivery

In case, wrong item has been delivered, the replacement as per the ordered module will be provided after the receipt of the information of wrong item delivery from the customer to CEL through email within 3 days of receipt of product with sufficient proof of wrong item delivery i.e. photographs of specifications/ ratings and purchase receipt/ invoice.

Refund on account of Product unavailability

In case, the ordered product is unavailable in CEL store due to any reason, full amount will be refunded.

Cancellation before booking for transit

No refund shall be applicable if any item is booked and amount is paid, except for the case when the order has been cancelled within 24 hrs. of making payment.

Cancellation due Force Majeure:

In case of any Force Majeure condition, arising after the dispatch of product from CEL to the customer, no cancellation/ replacement shall be applicable. We reserve the right to Cancel or modify the order without liability of any compensation or claim of any nature.

In case, you have not received your refund within the stipulated time, please contact us at **retail.sales@celindia.co.in**

Shipping policy

Standard Delivery:

- Estimated delivery time 7-10 business days after receiving the payment by CEL.
- All order processing occurs on business days only, which are Monday through Friday, from 9am to 4 pm. Orders placed on Saturdays, Sundays, holidays, or after 4 pm are processed the next business day. All packages are delivered Monday through Friday.
- Shipping charges may vary upon quantity of items and distance of dispatch address from CEL warehouse.
- CEL reserves the right to fix the shipping charges.

Privacy Policy

Your submission of personal information through the store is governed by our Privacy Policy and will never be shared with any other company or website.

SECTION 1 - DISCLOSURE

We may disclose your personal information if we are required by law to do so or if you violate our Terms & Conditions.

SECTION 2 - SECURITY

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure that it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed. If you provide us with your credit card information, the information is encrypted using secure socket layer technology

(SSL) and stored with a AES-256 encryption. Although no method of transmission over the Internet or electronic storage is 100% secure, we follow all PCI-DSS requirements and implement additional generally accepted industry standards.

SECTION 3 - AGE OF CONSENT

By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

SECTION 4 - CHANGES TO THIS PRIVACY POLICY

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it. If our store is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.