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## Shipping & Return Policy

**Effective Date:** May 28, 2026

At neQra, customer satisfaction is our priority. We are committed to providing reliable delivery, transparent return policies, and dependable warranty support for all eligible products purchased through [neqra.in](https://www.neqra.in).

By placing an order on our website, you agree to the following Shipping, Return, and Warranty terms.

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### 1. Shipping Policy

#### 1.1 Free Shipping

neQra offers free standard shipping for all eligible purchases made through our website within serviceable delivery locations in India.

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#### 1.2 Delivery Timelines

neqra.in will make its best endeavour to process and deliver orders within reasonable timelines through our authorized logistics and delivery partners.

Delivery timelines may vary depending on:

- Delivery location
- Product availability
- Weather conditions
- Public holidays
- Logistics network availability

All delivery dates are estimated and not guaranteed.

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#### 1.3 Non-Serviceable Locations

neqra.in reserves the right to cancel any order if the delivery location is deemed non-serviceable by our logistics partners.

In such cases:

- Customers will be informed accordingly.

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- Any payments received will be refunded through the original payment method within reasonable processing time.
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#### **1.4 Special Delivery Charges**

Additional shipping charges may apply under the following circumstances:

- Delivery locations requiring air cargo or airmail transportation
- Remote or difficult-to-access locations
- Expedited, priority, or express delivery requests by customers

Applicable charges, if any, will be communicated before order processing.

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#### **1.5 Delay Disclaimer**

neqra.in shall not be held responsible for delays caused by third-party logistics providers or events beyond our reasonable control, including but not limited to:

- Natural disasters
  - Floods
  - Cyclones
  - Fire accidents
  - Pandemics
  - Government restrictions
  - Acts of war
  - Civil unrest
  - Transportation disruptions
  - Force majeure events
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#### **1.6 Delivery Inspection**

Customers are advised to inspect packages immediately upon delivery.

Any claims regarding:

- Physical damage
- Missing items

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- Tampered packaging
- Incorrect products

must be reported to neqra.in within 24 hours from the time of delivery along with supporting photographs or videos.

Failure to report such issues within the specified timeframe may result in rejection of the claim.

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## **2. Return & Refund Policy**

### **2.1 7-Day Return / Replacement Guarantee**

neqra.in offers a 7-day money-back or replacement guarantee from the date of delivery for eligible products.

Customers must notify us within 7 days of receiving the product by submitting a return request through our website or customer support channels.

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### **2.2 Conditions for Return Eligibility**

Returns or replacements will only be accepted if all the following conditions are satisfied:

- Product must be unused and free from physical damage
  - Product must be returned in the original condition received
  - Original packaging, accessories, manuals, invoice, and shipping labels must be intact
  - Product should not show signs of misuse, tampering, or wear
  - Seal and packaging should not be damaged unnecessarily
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### **2.3 Non-Acceptance of Returns**

Returns may be rejected if:

- Product is physically damaged by the customer
- Product packaging is damaged or incomplete
- Accessories or invoice are missing
- Product shows signs of usage beyond reasonable inspection

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- Return request is raised after the return window expires

neqra.in reserves the right to inspect returned products before approving refunds or replacements.

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## **2.4 Refund & Replacement Processing**

Once the returned product is received at our verification center and successfully inspected:

- Refunds or replacements will be processed within 10 working days.
  - Refunds will be credited through the original payment method wherever possible.
  - Shipping charges, if applicable, may be non-refundable unless the error is attributable to neqra.in.
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## **3. Contact Us**

For shipping, return, refund, or warranty assistance, please contact:

**neQra Customer Support**

Website: [neqra.in](http://neqra.in)

Email: [support@neqra.in](mailto:support@neqra.in)

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