

NOTION INK CANCELLATION, RETURN AND REFUND POLICY

By reading this policy the Customer hereby agrees that he/she has read and accepted the terms of all the other agreements as provided on Notion Ink's website.

For the purposes of Notion Ink's, Cancellation, Return and Refund Policy ("Policy" or "Agreement"), the purchasers of our product(s) or device(s) will be referred to as the "Customer," unless the context requires otherwise. The user's appraisal of this Policy will, by default, amount to acceptance of the terms and conditions mentioned herein. For the purposes of this document, the term, "Product(s)" or "Device(s)" will include the device only excluding the packaging and any accessories accompanying the device within the same packaging. The Policy is solely pertaining to the cancellation, return or refund of the device and will not be applicable to any claim on an independent accessory accompanying the device.

The Policy applies only to Notion Ink-branded hardware Products purchased directly by the Customer after a direct interaction with Notion Ink with no intervening intermediaries or any such third parties has occurred. If you have purchased your Notion Ink Product elsewhere, please contact the store or such third party from where you made your purchase to know more about their return and refund policies.

[Click here for "Terms of Sale" on Snapdeal.com](#)

CANCELLATION

Once you place your order, you may cancel your order within 48 hours from the date and time of placing the afore mentioned order. Customer hereby agrees and acknowledges that any cancellation requests for orders that are made during less than two (2) days from the date of shipment will not be entertained or executed by Notion Ink. Any cancellation requests made after the expiry of the first 48 hours since the placement of the order will be subject to a cancellation fee of 5% of the purchase price of the Product and an additional INR 500 (Rupees Five Hundred) as processing fee ("**Cancellation Charges**").

To cancel your order, please contact Notion Ink Support by emailing us at support@notionink.com. You will be asked to submit a cancellation authorization, after which your cancellation request will be processed and the amount after deduction of the Cancellation Charges from the amount charged by Notion Ink for the Product will be refunded to you. Such Cancellation Charges are applicable only to cancellations requested 48 hours after placing the order.

RETURN

The Product may be returned only within a seven (7) day period since the receipt of the Product by you. A return will be entertained under this policy if it satisfies all or any of the following conditions:

1. If you are not satisfied with your Product for any reason;
2. If the Product is non-functional or defective at the time of receipt;
3. If we send you a Product you did not order;
4. You notify Notion Ink of your intention to return the Product within seven (7) calendar days of the date since you received the Product.

Notion Ink guarantees to return the purchase price of your Product if you are unhappy with your purchase for any reason, provided you notify us of your intention to return the Product within seven (7) calendar days from the date you received the Product and return it to us in its original condition within seven (7) calendar days of the date since you received the Product along with any additional proof that may be required for judging the condition of the Product. The Cancellation Charges will be deducted from the Purchase Price. Apart from the cancellation charges, if you have activated the Microsoft Office 365 license that was shipped with your device, Notion Ink reserves the right to deduct a sum of Rs. 3,299 towards the cost of the Office 365 license. You hereby agree that you will bear the cost of shipping the product to Notion Ink for exercising your right to return an unsatisfactory Product.

If upon inspection at the Notion Ink authorized Service Centre it is found that the Product, or any of its included accessories have suffered any damage, you agree and acknowledge that Notion Ink will accordingly be authorized to deduct from the purchase price the damage suffered by the packaging, documentation, accessories, transaction processing charges, or the product itself in pecuniary value.

Depending on the extent of damage the product has suffered, such deductions may be made that may be cumulative up to a maximum of a 100% of your purchase price but not including shipping, customs and other local taxes incurred by the customer. Such deductions will be as per the terms specified under the Refund section of this Policy which includes local charges, taxes, and duties but not limited to customs duties and taxes applicable at the country of delivery (consignee's country).

DEFECTIVE ON RECEIPT

In case the product was non-functional or defective at the time you received it, you may avail warranty service as described in our Warranty Policy. In case the Product was delivered to you in a non-functional or defective condition, or if Notion Ink had shipped an incorrect Product to you in error, Notion Ink will provide reimbursement for the costs incurred once you ship the Product back to Notion Ink through a shipping company/service as agreed to by Notion Ink.

GENERAL TERMS FOR RETURN

You must notify Notion Ink of your intention to return the Product within seven (7) calendar days of the date since you received the Product and return it to us in its original condition within seven (7) calendar days of the date of receipt of the Product along with its accessories and any other accompanying contents. Any refund will be processed after the Product is received and inspected by Notion Ink.

In case the Product was delivered to you in a non-functional or defective condition, or if Notion Ink had shipped an incorrect Product to you in error, Notion Ink will provide reimbursement for the costs incurred once you ship the Product back to Notion Ink through a shipping company/service as suggested by Notion Ink.

Customer agrees and acknowledges that Notion Ink will refuse refund, and consider the entire purchase price forfeited if we find that the Product was not purchased directly from the Notion Ink website or has suffered any action that would ordinarily void the warranty of the Product, including:

1. Opening, disassembling or modifying on the Product, or attempting to do so;
2. Exposing the Product to abnormal and adverse environmental or operating conditions, including excessive physical forces, voltages or currents, or liquids;
3. Replacing any component, label or document in the Product or included in the package with one that was not originally included in your Product or package;

4. Removing, defacing, attempting to or altering any serial number on the Product.
5. Damage done by installing a third party application ROMs that is not supplied or endorsed or recommended by Notion Ink.

If Notion Ink determines that you have misrepresented your Product's condition at the time of receipt or at the time of return, or have concealed or falsified any relevant information that would render the Product ineligible for warranty, Notion Ink may recourse to legal action to recover from any such costs, including shipping costs, incurred by Notion Ink.

How to return Your Product

1. Contact Notion Ink Support at the earliest, by emailing support@notionink.com, and describe the reason for your return, your original order number, your name, address, e-mail and phone number.
2. You will be contacted by our support representative with further instructions on how to return your product. In case you wish to proceed with the return, you will receive a return material authorization number and further information on how and where to ship the Product. Please note that the actual deductions will depend on Notion Ink's inspection of Your Product when the same is received by us.
3. You may then send the Product back to Notion Ink, along with all accessories, user manual and original packaging as per the RMA guidelines. The return package must specify the return material authorization number issued by Notion Ink to You.

Please note that you will be solely responsible for any loss or damage to the Product during transit while you send the Product either for return or refund. You will not be responsible for the cost of returning the Product to us in case you find the Product delivered to you non-functional or defective.

4. If you have multiple Products to return, you may ship them together. Your Product must be received by Notion Ink within seven (7) calendar days from the original date since you received the Product.
5. Once we receive the Product(s) We will inspect the Product, issue a refund and send you a return receipt confirmation email. Once Your Product reaches Notion Ink, Notion Ink will not be under any obligation to entertain any further request to cancel the return of the earlier purchased Product from Notion Ink.
6. Notion Ink will accept your return only if you follow the return procedure mentioned above. Products that are sent to us without an authorisation from Notion Ink Support and a return material authorization number would not be eligible for a refund.

REFUND

Instances where You cancel an order within the stipulated time before it is shipped, Notion Ink will refund the amount that You have paid for purchasing the Product, including shipping charges paid to Notion Ink, less the Cancellation Charges. The refund will be made to the same credit card or other payment method by which you had purchased the Product and the process shall be completed within two (2) weeks from the receipt of the cancellation authorization by Notion Ink. A claim for Refund is valid for seven (7) days from the date of receipt of the Product by you. Once the RMA number is issued to you, you will have fourteen (14) days to act upon the requirements specified by Notion Ink to claim your refund.

If you return a Product to Notion Ink in accordance with the Return Policy, any refund amount will be calculated on the Purchase Price of the Product. This excludes the shipping charges paid by Notion Ink for delivery the Product to you and any taxes previously paid under the laws of India such as VAT or sales tax and the Cancellation Charges.

When you send Your Product(s) back to us, we will inspect the returned Product and notify you via e-mail of the refund amount due to you.

This Cancellation, Return and Refund Policy is subject to change, from time to time, at the sole discretion of Notion Ink and the changes in the latest modified version of the same will be binding on the Parties.

Notion Ink website: <http://www.notionink.com>
Notion Ink Cancellation, Return and Refund Policy v4.0