

SHIPPING RETURNS, REPLACEMENTS,CANCELLATIONS& REFUNDS POLICY

FOR GOLF PRODUCTS

SHIPPING & DELIVERY

Orders are usually dispatched within 72 hours of order confirmation by the customer and are usually delivered within the time frame stated on each product's page. Open deliveries of parcels are not allowed. Customers can only open and inspect the product after paying the total amount and receiving the product from the delivery personnel.

Products may only be returned or replaced if they are eligible as per the information given below each product's page. Return & exchange facility can only be availed within 96 hours of the goods being delivered to the shipping location. Slwindia.com will not be liable for any errors after the 96-hour period is exhausted.

Return pickup can be only arranged for pin codes covered by our return courier partners. Once your return is received at our fulfilment centre, you will receive a replacement against the returned product or a full refund in the form of store credit or a gift card, which can be redeemed during a future purchase at Slwindia.com. Any outbound shipping charges paid will not be refunded if the order is self-returned by the customer.

Please follow these directions to replace the product using our pickup service:

- Go to 'My Account Section of the website and select the return or replace option for your current order if you are an existing customer.
- Fill in the necessary details and wait for Slwindia to provide additional information.
- In case you have a guest account. Kindly contact our customer service team to arrange a manual pickup by writing an email to admin@Slwindia.com. Customer service will arrange a pickup after the request is received.
- If our return pickup courier partner does not cover your pin code, you need to self-return the product back to our warehouse by your preferred courier.
- Include all original packing materials, manuals and accessories that came with the product. The product and its packaging should be in resaleable and brand-new condition.
- Once the goods reach our fulfilment centre and pass our quality check, a refund or replacement will be issued.
- The transit time for the returned package to reach our fulfilment centre is generally 8-10 business days. After the return is received, replaced product is shipped instantly to the customer or a refund may be initiated as per policy.

Orders are only eligible for cancellation if the cancellation request is received before the shipping of goods. A cancellation request can be made by selecting the same in the "My Account" section of the customer dashboard. Once a request for cancellation is received, the refund will be processed back to the original payment method in case of pre-paid orders. Also, a replacement can only be availed once per

order if the above conditions are met. Multiple replacement requests for the same order will not be entertained.

NOTE: Returns/Replacement/Exchange is not applicable for custom/special orders, products customised according to customer's requirements and products sold at a special price (over and above the website price).

TERMS FOR THE DELIVERY

THE TIMEFRAME FOR DELIVERY IS 3 DAYS MINIMUM TO 11 DAYS MAXIMUM DEPENDING ON THE REGION AND AREA AND SIZE OF THE ORDER

Delivery timeframes are provided as estimates and should not be considered guaranteed delivery times. Please be aware that deliveries to certain locations may experience delays beyond our control, such as accessibility issues or serviceability constraints by the logistics service provider.

Sometimes, delivery may take longer due to:

- 1. Bad weather.
- 2. Transportation delays.
- 3. Natural calamities.
- 4. Political disruptions.
- 5. Challenges related to the logistics service provider.
- 6. Product lost in transit.
- 7. Regional or national holidays, which are considered delivery holidays.
- 8. Other unforeseen circumstances or events beyond the control of the logistics service provider.

If the estimated delivery date has passed and you still have not received your order, please contact us, and we will take steps to track your package. In such cases, we may also try to proactively contact you. Please check your emails and SMS regularly for such updates.

DAMAGED/DEFECTIVE PRODUCT POLICY

All products are guaranteed to be shipped in new condition (except used golf balls). If a good arrives damaged due to Slwindia's or its courier partner's negligence, it can be replaced with a new, undamaged product. If clearly the outer packaging of the received shipment is damaged, it needs to be mentioned on the courier POD with the remark "Damaged", otherwise no claims for exchange will be entertained. All other issues have to be raised to Customer Care. Please contact the customer care team within 24 hours of receiving the damaged/defective product. Sufficient images, videos and proofs (including the image of the address label) need to be provided in case the outer packaging is damaged. The complete damaged product, including all parts and packaging, must be returned. Please note that the replacement goods will only be sent after Slwindia receives the damaged product.

PRODUCT WARRANTY

Certain products sold by Slwindia carry a manufacturer's warranty. Specific warranty information is provided on individual product pages. Please consult the manufacturer's website if additional warranty information is needed.

Should you have a problem with any item covered under a manufacturer's warranty, we will do our best to assist you. Due to restrictions on accepting warranty returns, please email admin@Slwindia.com before returning any merchandise by mail for warranty consideration. Warranty claims are subject to the sole discretion of the product manufacturer/distributor, and Slwindia can only assist in such cases. Slwindia does not provide pick-up and delivery service for Warranty Claims.

POLICY FOR TRAVEL PACKAGES

PAYMENT TERMS:

1. The payment terms & cancellation policy will be stated in the proforma invoice.
2. Payment or payment proof should be received by the deadline date given in the proforma invoice. In absence of the payment or payment proof, the bookings will be automatically released.
3. By making the payment, it is considered that the client has accepted all the terms in the proforma invoice.

CANCELLATIONS:

- Any cancellation request must be sent by email to admin@slwindia.com
- The cancellation request will be processed based on the cancellation policy stated in the proforma invoice. If bookings are cancellable as per the cancellation policy, the travel consultant will check & advise the client on the processing time & the refund amount to be expected. Upon receiving the approval from the client, the cancellation request will be processed.

REFUNDS:

- If the cancellation policy entitles the client to a refund, such a refund will be subject to the transfer charges, the currency conversion charges incurred & any other costs incurred in the various transfers involved. Apart from these charges, there will also be a cancellation fee levied. Cancellation fee will be US\$10 per person.

REFUNDS TIMELINES:

All refunds will be processed in 7 days and shall be credited to the customers account within 15 days.

The amount will be credited to the same account/credit card which was used for payment unless otherwise requested by the customer through email.