

# Return and Refund Policy

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Thanks for shopping at SecureMe or other partner stores.

If you are not entirely satisfied with your purchase, we're here to help.

## Returns

You have 3 calendar days to return an item from the date you received it.

To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in the original packaging.

Your item needs to have the receipt or proof of purchase.

To complete your return, we require you to get return authorization from us.

Charges eg. Gateway charge, shipping, packing etc. will be deducted during refund.

There are certain situations where only partial refunds are granted:

Any item not in its original condition, is damaged or missing parts for reasons not due to our error.

Any item that is returned more than 5 days after delivery or max upto 14 days.

## Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your original method of payment. You will receive the credit within a certain amount of days, depending on stores policies. Refund will be calculated after deducting platform activation, packing and shipping fees.

## Shipping

All products must be shipped back to Delhi office. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

If you are shipping an item or product, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

## Items Not Eligible

Offer bundled or product sold by partner channel under an offer are not considered for return.

## Sale Items

Any sale product are excluded from return or refund.

## How To Return Your Item

Product must be returned to Delhi office after return authorization number. SecureMe App & Wearable  
C/O mPossible Consulting Private Limited  
67, Karuna Kunj, Sector 3,  
Behind DPS School, Dwarka, Delhi 110075.

## Contact Us

If you have any questions on how to return your item to us, contact us at [securemedevices.com/support.html](https://securemedevices.com/support.html) or email query at [help@securemedevices.com](mailto:help@securemedevices.com).