

CANCELLATION | RETURN | REFUND|SHIPPING| GREVIENCE REDRESSAL

1. CANCELLATION POLICY-TYRES

- a) Cancellation is only available till invoice is generated. In the event if the product is not delivered after 15 days of expected delivery time, the customer shall have an option to cancel the order and apply for a refund. However, such cancellation for delayed delivery will not be available, if such delayed delivery is caused due to Force Majeure Event. Force Majeure Event shall include but not be limited to any act of god, fires epidemics, pandemic, flood, act of terrorism, lockdown or other catastrophes, governmental orders, acts or directives of central or state agencies or courts, or changes in laws or regulations.
- b) CEAT may impose cancellation charges on consumer cancelling the order, if similar charges are imposed on CEAT by the service providers of CEAT and are borne by CEAT for unilateral termination.

RETURN POLICY – TYRES

⇒a) CEAT is committed to customer delight and making online shopping a pleasant experience. All products are scrutinized for quality by our experts before dispatch. However, there could be certain circumstance beyond our control where you could receive products- damaged in transit or a wrong product may be delivered to you.

⇒b) For products damaged in the transit or wrong product delivered, CEAT will refund the entire purchase price or we will provide you with a replacement. Please note that ordered Tyres cannot be returned if any of the following apply:

- I. The Product was damaged during the fitment or was fitted on a wheel or used on or off road.
- II. Product were altered in any way.

2. RETURN PROCESS – TYRES

- a) Please follow the below process for returning product to us:
 - I. Create a return request with detail requested on <https://www.ceat.com/support-pages/support01-page.html> and notify us of the receipt of damaged/defective product(s) within maximum 48 (forty-eight) hours of the delivery.
 - II. Products put on return request will be picked up from the original delivery address within 15 business days.
 - III. Product(s) should be returned in their original packaging along with the original price tags, labels and invoices.
 - IV. As soon as we receive your return, we will proceed with the returns check and validation. Once the return has been approved, we will notify you and your refund will be credited within

7 working days from the validation. During this time our customer care representative will stay in touch with you.

3. REFUNDS – FOR TYRE

- a) Refund will be credited within 7 working days from the validation by us. Refunds will be made in the same form of payment mode and same source as originally used and will not be issued through cash or cheque and in compliance with all applicable laws.
- b) Please note that refund payment timelines are dictated by the issuing bank and are outside our control. Please consult your bank for more information.

Customer shall comply with CEAT's Return Policy and in the event, Customer fails to comply with the Return Policy, CEAT has the right to deny refund. For any further detailed information/feedback, you may contact on customercare@ceat.com.

4. WARRANTY

Every tyre, tube & flap manufactured and/or marketed by CEAT is warranted to be free from defects in material quality or workmanship in its first tread life & warranty period. If our examination shows that a product has failed during the warranty period mentioned in this warranty policy, CEAT shall replace the product on pro-rata wear basis subject to terms and conditions of this warranty policy. Please see the warranty policy for tyre, tube & flap - <https://www.ceat.com/warranty.html>

5. GRIEVANCE REDRESSAL

- a) If you face any issues regarding our product or services you can contact us customercare@ceat.com or you can also call us on **1800221213**. We also have a chat assistant to guide you and shall provide you with a complaint number for tracking your complaint.