

## Terms & Condition

### What is World Blockchain's Shipping Policy?

We strive to deliver products purchased from World Blockchain in excellent condition and in the fastest time possible. If this is your first order with World Blockchain, shipping will be completely FREE.

If the order is cancelled, lost or un-delivered to your preferred location, we will refund the complete order amount including any shipping charges, if paid online.

1. If you return an order delivered to you, order shipping charges will not be refunded. However, if you self-ship your returns, we will reimburse self-shipment charges based on World Blockchain's Returns Policy.

### What is World Blockchain's Fair Usage Policy?

We always strive hard to provide the best experience to our customers. However, we have noticed that few accounts abuse our liberal returns policy. These accounts typically return most of the items bought or choose to not accept our shipments. Hence, our regular customers are deprived of the opportunity to buy these items

### How do I check the status of my order?

Please tap on "My Orders" section under shop menu of website to check your order status.

### How are orders placed on World Blockchain delivered to me?

All orders placed on World Blockchain are dispatched through our own courier service - World Blockchain Logistics or through other courier partners also.

### Does World Blockchain deliver products outside India?

Yes, World Blockchain delivers products Worldwide.

### How can I get my order delivered faster?

Sorry, currently we do not have any service available to expedite the order delivery. In future, if we are offering such service and your area pin code is serviceable, you will receive a communication from our end.

### I have received a partial item/partial order or an Untenanted/Void packet?

Kindly reach out to us for pilferage within 48 hours of delivery failing which the claim will not be entertained. Whilst we investigate, request you to please make note of the below pointers:

Please do not use the item for which claim is being raised.

You may be required to information's like, short description of the case (A few questions will be asked to help us understand the scenario)

The snapshots of the packet and other boxes (If any) (Try to cover the sides which look tampered/damaged as per the Users

You may not be liable for a refund, if he/she falls in any of the scenarios stated below:

Failure to provide adequate information about the case.

Failure to provide snapshots of the packet and box (if any)

If a pilferage delivery was received, pilferage claims must be made the same day.

You must not dispose of the packaging for 3 - 4 days post - delivery. We might need to pick-up your packaging for investigation at our end.

You have used the item for which claim was raised.

## Payments we accept

How can I pay for my order at World Blockchain?

We support the following payment options at World Blockchain:

1. Credit Card
2. Debit Card
3. Net banking
4. Gift Card
5. Wallet
6. Bitcoin
7. Ethereum
8. Venus

## Cancellations and Modifications

What is World Blockchain's Cancellation Policy?

You can cancel an order until it has not been packed in our Warehouse on App/Website/M-site.

This includes items purchased on sale also. Any amount paid will be credited into the same payment mode using which the payment was made

Can I modify the shipping address of my order after it has been placed?

Yes, You can modify the shipping address of your order before we have processed (packed) it, by updating it under 'change address' option which is available under 'My order' section of App/Website/M-site

**How do I cancel my Order?**

Tap on “My Orders” section under the main menu of your App/Website/M-site and then select the item or order you want to cancel

**I just cancelled my order. When will I receive my refund?**

If you had selected Cash on Delivery, there is no amount to be refunded because you haven't paid for your order. For payments made via Credit Card, Debit Card, Net Banking, or Wallet you will receive refund into the source account within 7-10 days from the time of order cancellation