

Order Cancellation and Return Policy

The lenses provided by the eye care professionals (ECP) to you, are custom made. Once cut with your specific power and fitted in your desired frame, the lenses cannot be reused for anyone else. At Carl Zeiss India ("CZ"), we conduct a multi-layer quality check process so that you don't have to face any inconvenience at all. We are dedicated to offering you products of the highest quality. In the unlikely event that you are not completely satisfied with our Product (*as defined herein*), you can ask for a refund for the lenses, the frame and/or both (collectively referred to as "**Product**"), for the reasons mentioned in this policy within 10 business days of receiving your order.

1. Cancellation Policy

- 1.1. The consumer can choose to cancel an order any time before the lenses are cut as per specifications given by the customer and as per the size and shape of the purchased frame or two (2) days from the date of transaction, whichever is earlier. Please contact our Customer Service to cancel the order.
- 1.2. In some cases, the customer may not be allowed to cancel the order for free, post the specified time and a cancellation fee will be charged. The details about the time window mentioned on the product page or order confirmation page will be considered final.
- 1.3. In case of any cancellation from the seller due to unforeseen circumstances prior to dispatch of the products, a full refund will be initiated for prepaid orders.
- 1.4. CZ reserves the right to accept the cancellation of any order. CZ also reserves the right to waive off or modify the time window or cancellation fee from time to time. Should there be a change in the cancellation time period, the same would be clearly notified to the customer prior to completion of their purchase.

2. Return Policy

- 2.1. A return policy is provided by ECPs directly under this policy in terms of which the option of exchange, replacement and/ or refund is offered by the respective sellers to you.
- 2.2. Products can be returned (only) for the reasons stated below-
 - a. Wrong item being delivered other than what you had ordered in an order; or
 - b. Items substantially damaged in quality at the time of delivery. You agree to give all requisite proofs including but not limited to images of the Final Product having issues.
 - c. If for whatever reason you are not satisfied with your order, you can return unused items within 10 business days from order delivery.

3. Refund Policy

- 3.1. The consumer may check the Product upon delivery and initiate exchange or return with the requisite proofs on the CZ platform. Our consumer support shall contact you with the appropriate response for return or exchange of the items. The requisite proofs may include the transaction details, photos of the damaged product, deviation in lenses, deviation in the frame selected and the actual frame received or any other proofs that the Company may require depending upon the problem being faced by the customer. If you choose to make a return, as per the return policy stated above, we will refund you the order value.
- 3.2. The refund shall be made to the same payment method the customer used to place the order, within 10-15 business days of us receiving the items back. If you have not received your refund within 10-15 business days, please contact Consumer Service and we will help you. Please find our return policy above.
4. CZ will not be responsible for the warranty of products by other sellers/brands. For any product issues please reach out to the respective seller/brand.
5. CZ holds the right to restrict the number of returns created per order unit, post the evaluation of the product/order, defect is undertaken by CZ's authorized representative.