

Terms and Conditions of Purchase

Effective Date: Ongoing

1. Introduction

These Terms and Conditions ("Terms") govern the purchase of NEO locks from [Neo Locks] ("the Company"). By purchasing products from us, you agree to these Terms. Please read them carefully before making a purchase.

2. Product Description

The Company ensures that all products match the descriptions provided on our website or packaging. However, minor variations in color, design, or specifications may occur due to manufacturing constraints or monitor settings.

3. Pricing and Payment

- **Pricing:** The price of each product is as displayed at the time of purchase. Prices are quoted in [Inr] and may be subject to applicable taxes and shipping fees.
- **Payment Methods:** Payments can be made via credit card, debit card, bank transfer, or any other payment method available on our website.
- **Secure Payment:** All payments are securely processed using industry-standard encryption technologies to protect your financial information.

4. Order Confirmation

- Upon successful payment, you will receive an order confirmation via email or SMS.
- The Company reserves the right to cancel an order due to stock unavailability, payment issues, or any errors in the product or pricing information.

5. Shipping and Delivery

- **Shipping Methods:** We offer [list available shipping options, e.g., standard or expedited shipping].
- **Delivery Locations:** We deliver to the following regions/countries: [insert delivery locations].
- **Shipping Time:** Estimated delivery times are provided on the website and may vary depending on location and shipping method.
- **Shipping Charges:** Shipping charges are additional and will be calculated at checkout.
- **Lost or Damaged Goods:** We are not liable for goods lost or damaged during shipping. If you experience issues, please contact us within [insert time frame, e.g., 7 days] for assistance.

6. Warranty and Repairs

- **Warranty Period:** Neo locks are covered by a [insert warranty period, e.g., 1-year] warranty against manufacturing defects.
- **Warranty Coverage:** The warranty covers defects in materials or workmanship under normal use. It does not cover damages caused by misuse, unauthorized repairs, or wear and tear.
- **Claims:** To make a warranty claim, please contact customer service with proof of purchase and details of the issue.

7. Returns and Refunds

- **Return Policy:** Products may be returned within [insert return period, e.g., 7 days] of delivery, provided they are unused, in original packaging, and accompanied by proof of purchase.
- **Refunds:** Refunds will be issued to the original payment method after the returned product is inspected. Refunds may take up to [insert refund processing time, e.g., 7–10 business days].

8. Limitation of Liability

- The Company is not liable for any indirect, incidental, or consequential damages arising from the use of the product or inability to use the product.
- Our total liability is limited to the purchase price of the product in question.

9. Intellectual Property

All trademarks, logos, and designs related to NEO locks are the property of [Neo Locks] and are protected by applicable intellectual property laws. Any unauthorized use is prohibited.

10. Dispute Resolution

- **Arbitration:** Any disputes or claims arising out of these Terms will be resolved through arbitration in [jurisdiction/city].
- **Governing Law:** These Terms shall be governed by and construed in accordance with the laws of [insert jurisdiction, e.g., India].

11. Contact Information

For any questions, concerns, or issues, please contact us at:

- **Email:** [insert email]
- **Phone:** [insert phone number]
- **Address:** [insert company address]

12. Amendments

The Company reserves the right to modify these Terms at any time. Any changes will be effective from the date of publication on our website. Customers will be notified of any significant updates via email or through the website.

Acknowledgment of Terms

By completing the purchase of any NEO locks, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.