

# 1. Cancellation Policy

## Order Cancellation

### 1. Eligibility for Cancellation

- Orders can be cancelled before they are shipped. Once the order is shipped, it cannot be cancelled and must be processed through the return and refund policy.

### 2. How to Cancel Your Order

- To cancel an order, please contact our customer service team at [contact@voidron.com](mailto:contact@voidron.com) or call us at +91 8655755529. Provide your order number and reason for cancellation.

### 3. Cancellation Fees

- No cancellation fees will be charged if the order is cancelled before shipping.

### 4. Refunds

- If payment has already been made, the refund will be processed within 7-10 business days from the date of cancellation. The amount will be refunded to the original payment method.

## Post-Shipment Cancellation

### 1. Return Policy

- If the order has already been shipped, you may return the product following our return policy guidelines. Please refer to our Return Policy section for detailed information.

### 2. Return Shipping Costs

- The customer is responsible for the return shipping costs unless the product received is defective or incorrect.

### 3. Condition of Returned Products

- Products must be returned in their original packaging and in new, unused condition. Any signs of use or damage may affect the refund amount.

## Exceptions

### 1. Non-Cancellable Items

- Some items may be non-cancellable or non-returnable due to their nature, such as personalized or custom-made products. Please check the product page for any specific exceptions.

## 2. Refund Policy

### Return Eligibility

#### 1. Acceptable Duration

- Products can be returned within 7 days from the date of delivery. After 7 days, the return request will not be accepted.

#### 2. Condition of the Product

- The product must be in its original packaging, unused, and in the same condition as received. Products showing signs of use, damage, or missing parts will not be eligible for a refund.

### How to Return

#### 1. Initiating a Return

- To initiate a return, contact our customer service team at [contact@voidron.com](mailto:contact@voidron.com) or call us at +91 8655755529 within the 7-day return window. Provide your order number and reason for return.

#### 2. Return Authorization

- Our customer service team will provide you with a Return Merchandise Authorization (RMA) number and return instructions. Returns without an RMA number will not be accepted.

#### 3. Return Shipping

- The customer is responsible for the return shipping costs unless the product received is defective or incorrect. Use a trackable shipping method to ensure the product is returned safely.

### Refund Process

#### 1. Inspection

- Once we receive the returned product, it will be inspected to ensure it meets the return eligibility criteria. This process can take up to 5 business days.

#### 2. Refund Approval

- If the product passes inspection, the refund will be processed. The refund amount will be credited back to the original payment method used for the purchase.

#### 3. Refund Timeframe

- Refunds typically take 7-10 business days to appear in your account, depending on your bank or payment provider.

### Defective or Incorrect Products

#### 1. Defective Products

- If you receive a defective product, contact us immediately. We will arrange for a replacement or a full refund, including return shipping costs.

#### 2. Incorrect Products

- If you receive an incorrect product, contact us immediately. We will arrange for the correct product to be sent or issue a full refund, including return shipping costs for the incorrect product.

# 3. Terms and Conditions

## 1. Introduction

These terms and conditions outline the rules and regulations for the use of our product “mooDy: The Rider’s Status”, hereinafter referred to as "the Device."

By purchasing and using the Device, you agree to comply with and be bound by these terms and conditions. If you do not agree with any part of these terms, please do not use the Device.

## 2. Product Usage

### 1. Installation

- The Device must be installed on the back of a motorcycle following the installation instructions provided in the user manual. Improper installation may lead to malfunction or damage, for which we are not responsible.

### 2. Functionality

- The Device provides braking indication, tilt indication, and text animation to enhance safety and visibility. It is designed to function within the specified operating conditions outlined in the user manual.

### 3. Maintenance

- Regular maintenance and inspection of the Device are recommended to ensure optimal performance. Any modifications or unauthorized repairs void the warranty.

## 3. Safety and Compliance

### 1. Safety Precautions

- Ensure the Device does not obstruct any lights, signals, or license plates on the motorcycle. It should not interfere with the safe operation of the motorcycle.

### 2. Legal Compliance

- The user is responsible for ensuring that the use of the Device complies with local traffic laws and regulations. We are not liable for any fines or penalties incurred due to non-compliance.

## 4. Warranty and Liability

### 1. Limited Warranty

- The Device comes with a 6 month limited warranty covering manufacturing defects. This warranty does not cover damage caused by misuse, accidents, or unauthorized modifications.

### 2. Liability Limitation

- Our liability is limited to the purchase price of the Device. We are not liable for any indirect, incidental, or consequential damages arising from the use or inability to use the Device.

## 5. Returns and Refunds

### 1. Return Policy

- Returns are accepted within 7 days of delivery, subject to our Return and Refund Policy. The Device must be in its original packaging and unused condition.

### 2. Refund Process

- Refunds will be processed according to our Refund Policy, provided the returned Device meets the eligibility criteria.

## 6. Intellectual Property

### 1. Ownership

- All intellectual property rights related to the Device, including but not limited to designs, trademarks, and patents, are owned by Voidron.

### 2. Usage Rights

- The purchase of the Device grants you a limited, non-transferable license to use the Device as intended. You may not reproduce, distribute, or create derivative works from the Device without our express permission.

## 7. Amendments

### 1. Changes to Terms

- We reserve the right to amend these terms and conditions at any time. Any changes will be posted on our website and will take effect immediately upon posting.

### 2. Continued Use

- Continued use of the Device following any amendments constitutes acceptance of the new terms and conditions.

## 8. Governing Law

### 1. Jurisdiction

- These terms and conditions are governed by and construed in accordance with the laws of Maharashtra. Any disputes arising from these terms will be subject to the exclusive jurisdiction of the courts of Mumbai, Maharashtra

## Contact Us

If you have any questions regarding our cancellation policy, please contact us at:

- **Email:** [contact@voidron.com](mailto:contact@voidron.com)
- **Phone:** +91 8655755529