

Ordering and Shipping Policy

This Ordering and Shipping Policy (“**Policy**”) applies to your purchases of Spin Air and Spin Free home EV chargers (“**Products**”) from us within India, unless stated otherwise.

We always strive for customers satisfaction, and we are committed to delivering your order in accordance with this Policy. In this Policy, we use the term ‘You’, ‘Your’ or ‘Customer’ to refer a person who purchases the Products directly from us.

Please read this policy carefully before making a purchase. By placing an order, you agree to the terms of this Policy. If you do not agree to this Policy, please do not proceed with your purchase.

1. Ordering

Your order shall be processed upon the successful payment confirmation, which shall be followed by an order confirmation via email/SMS. Typically, each order takes around 2-10 business days (Saturday, Sunday and public/national holidays excepted) for processing, before it is shipped. The orders placed after 6:00 pm IST will be considered for processing on the next business day.

2. Shipping Charges

Applicable shipping charges will be displayed at checkout before payment. We may offer free shipping under some promotional campaigns or specific terms published on our website.

3. Shipment tracking

Shipment will be delivered at your shipping address you have mentioned at the time of order. If you want to change your shipping address after you have placed the order, you need to contact our Customer Support within 2 hours of placing the order. Once the order is processed, any change to address is not guaranteed.

Once shipped, you will receive tracking details via registered email/SMS.

We reserve the right to change carriers/logistic partners at any time, with notice provided.

4. Delivery

We always aim for timely delivery, however, there are occasions when orders might arrive later than the anticipated date.

Indicative delivery timelines (subject to service availability) are:

- Metro Cities: 3 -10 business days
- Non-Metro Cities / Remote Locations: 5–14 business days

Disclaimer: Delivery timelines are estimates only. We shall not be liable for delays caused by logistics partners, regulatory checks or unforeseen circumstances including business exigencies.

Multiple delivery attempts will be made by our logistic partner. If delivery is unsuccessful due to Incorrect address, Customer unavailability or Customer refusal to accept shipment, the order may be returned to Exicom, and applicable re-shipment charges shall apply.

5. Damaged delivery

Customer must check condition of your shipment at the time of delivery. If the Product appears damaged or tampered, please do not accept the delivery. Contact our Customer Support immediately; and share photos/videos for verification.

We shall arrange a replacement or refund in accordance with the Refund Policy (marketplace.exicom.com/refund-policy).

6. Cancellation

You may cancel the order prior to shipment for a full refund. Once shipped, cancellation requests will be handled as per our Refund Policy. In case of any cancellation by us due to operational or unforeseen reasons, You will be informed and refunds (if any) be processed as per our Refund Policy (marketplace.exicom.com/refund-policy).

7. Installation and Commissioning:

Delivery of the Product does not include installation. For installation support, please contact our Customer Support. Installation is subject to site readiness, electrical compliance requirements and availability of authorized installation partners in the serviceable locations. Additional installation charges may apply.

8. No liability

We endeavour to engage logistic partners who uphold highest standards and ethics. You agree and acknowledge that any actions or inactions on the part of the logistics partner are not in our control, and it is not possible for us to monitor and observe each logistics partner. Any dispute arising between You and logistic partner shall be resolved directly with them.

You acknowledge that we are not liable for delays or cancellations or losses arising in connection with it, without limitation, incidental, special or consequential damage, cost of removal and reinstallation of products, loss of use, injury to a persons or property arising out or related to Products.

The use of Products is strictly governed by the warranty terms and conditions. You are advised to read the warranty terms including coverage, limitations and handling of the Products, as stated in the warranty card included in the Product package, prior to and during use of the Products.

9. Your Personal Data

By placing an order, you consent to our collection and processing of your personal data in accordance with applicable data protection laws and our Privacy Policy (marketplace.exicom.com/privacy-policy).

10. Customer Support

For any inquiries related to shipping, delivery, or Product(s), please contact us at:

 Email: customer.support@exicom.in

 Phone 1800-103-5845

 Website: exicom.com

11. Changes to this Policy

We reserve the right to update or modify this Policy at any time without prior notice. Customers are encouraged to review our policies periodically for any changes.

12. Governing Law, Jurisdiction and Dispute Resolution

This Policy and any disputes arising out of or in connection with it shall be governed by and construed in accordance with the laws of India.

Any disputes arising out of or in connection with this Policy, other than disputes subject to consumer protection laws, shall be referred to and finally resolved by arbitration administered by the Delhi International Arbitration Centre (DIAC) in accordance with its rules. The arbitration shall be conducted by a sole arbitrator appointed in accordance with DIAC rules. The seat and venue of arbitration shall be New Delhi, and the language of arbitration shall be English.

Subject to applicable consumer protection laws, the courts at New Delhi shall have exclusive jurisdiction over any claims or disputes relating to this Policy and Your order.
